



AT&T Business Notification Center

Web User Guide

March 2018



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About this Guide

Welcome to the AT&T Business Notification Center User Guide! This guide is a resource for using the AT&T Business Notification Center. If you need assistance as you work your way through this guide, please contact Customer Support.

Updates

New editions of this guide contain information about functionality that has been revised or added *since the previous edition*. For details about changes, see *What's New* (page 4).

Finding Information

This user guide contains a variety of topics, including step-by-step instructions, general information, tips, and descriptions of features and functions.

Features and Functions

This guide may describe features and functions that are not present in your software or your service agreement. Contact your account representative to learn more about what is available with this product.



What's New

Date	Notes
August 2014	Original issue
October 2014	Added attachment capabilities for files, photos, and videos. Added Admin FAQ.
February 2015	Added ability to share contacts and locations.
April 2015	Added information for opting in to the service for non-AT&T customers. Added User Messages section.
June 2015	Added password complexity information and password lockout policy. Added secure messaging information. Updated procedures for 1:1 messaging, group chats, and broadcast messaging to include secure messaging. Added instructions for attaching voice memos to conversations.
August 2015	Added access to cloud file services for message attachments.
October 2015	Updated instructions to reflect support for users with data-capable tablets, including both Wi-Fi and LTE tablets. Updated instructions to reflect changing the password periodically due to password expiration.



Date	Notes
December 2015	<p>Added instructions for scheduling messages to be sent at a later time.</p> <p>Added instructions for setting secure messages to expire after a specified period of time.</p> <p>Added instructions for setting secure messages to delete after being viewed by the recipient.</p> <p>Added instructions for setting default preferences for message expiration and deletion after viewing.</p> <p>Updated instructions for attachments to reflect that attachments can now be sent with a caption instead of two separate messages.</p> <p>Removed instructions for setting your current time zone.</p>
January 2016	<p>Added the Failed status to the Delivery Log options.</p> <p>Updated guidelines for importing contacts to specify that the User Name field for each new contact is required.</p>
March 2016	<p>Revised all processes and procedures to reflect a newly redesigned user interface.</p> <p>Added information about exchanging messages with SMTP users.</p> <p>Changed the “Box Net” cloud file service option for message attachments to “Box.”</p>
May 2016	<p>Added information about Corporate Directory Address Book.</p>
July 2016	<p>Added information about Corporate SSO Login.</p>
October 2017	<p>Added features that will allow the admin to set messaging options.</p>
March 2018	<p>Added features that will allow the user to receive browser notifications.</p>



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1. Getting Started

The AT&T Business Notification Center (BNC) platform enables users to initiate 1:1 conversations, group chats, and broadcast messages with other IP messaging users. The application also enables users to send 1:1 messages and broadcast messages to SMS users. There is an address book management function on the application that enables users to create, edit, and delete contacts and groups.

Users can install the application on multiple devices and all of the messages and address book functions synchronize across all devices. This application also synchronizes contacts, groups, and messages between devices and the Web portal. Only AT&T subscribers who have access to the “Business Messaging” product have access to this application.

This guide contains the following sections:

- [Sending Secure Messages \(page 25\)](#)
- [Sending 1:1 Messages to Contacts \(page 33\)](#)
- [Starting a Group Chat \(page 36\)](#)
- [Sending a Broadcast Message \(page 39\)](#)
- [Sending Messages to SMS Users \(page 41\)](#)
- [Sending Messages to Data-Capable Tablet Users \(page 41\)](#)
- [Adding Attachments to Conversations \(page 48\)](#)
- [Managing Conversations \(page 57\)](#)
- [Managing Contacts \(page 71\)](#)
- [Managing Groups \(page 81\)](#)
- [Synchronizing Contacts and Groups \(page 91\)](#)
- [Setting Current User Status \(Presence\) \(page 102\)](#)



What You Need

To use AT&T Business Notification Center you need:

- Desktop computer or tablet (iOS or Android)
- One of the following supported browsers:
 - Internet Explorer 11+
 - Google Chrome 37+
 - Apple Safari
 - Mozilla Firefox 27

Note: It is recommended that users use the most current versions of their browser for maximum optimization. If an unsupported version of Internet Explorer is used, the user will not be able to log in until they upgrade to one of the supported browsers listed above. For example, if a user tries to log in with Internet Explorer 7, 8, 9, or 10, a message appears to inform him/her that support for the browser has been discontinued.



Using the Web Portal

Users of the AT&T Business Notification Center Web portal include:

- Users who can access the Business Notification Center (BNC)
- Users who can access Business Messaging Account Management (BMAM)
- Users who can access BNC and BMAM

Business Messaging Account Management

Users with Business Messaging Account Management (BMAM) access will only be able to view the Admin portion of the Web portal, including user and group administration, white list administration, and reports. See the AT&T Business Messaging Account Management Admin User Guide for more information.

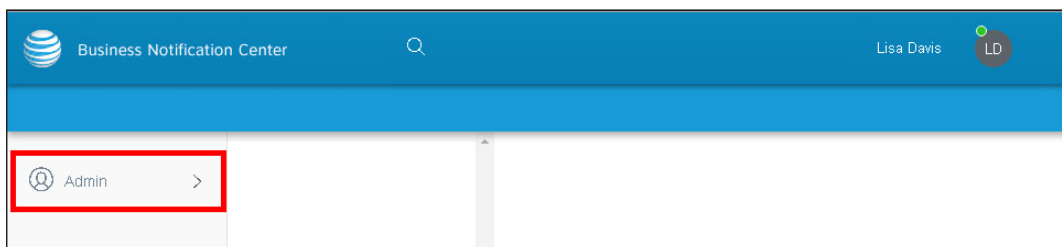


Figure 1. Business Messaging Account Management View



About Cross Carrier Users (Non-AT&T Customers only)

Users who are not AT&T customers have all of the functionality described in this guide, but will need to opt in to the service before they can log in to the application.

Messages longer than 160 characters may be split into multiple messages if the destination operator's SMSC does not support concatenation. Each section of these split messages will be identified in a format using the message section and the total number of messages the user will receive. For example, the first part of a message split into three sections will include (1/3) to indicate that it is the first of three SMS messages.

1. Once the administrator provisions your account for the AT&T Business Notification Center, you will receive an opt-in SMS message asking you to opt in to the service. An example of this message is shown below:

AT&T Business Messaging: Reply YES to receive ongoing messages. Msg&Data Rates May Apply. Msg Freq may vary. Reply STOP to cancel, HELP for help or 18665634703.

2. To opt in to the service, reply to the SMS message as instructed, such as "YES," "Y," or "START."
3. Once the system receives the affirmative response, a welcome SMS message similar to the following will be sent:

Welcome to AT&T Business Messaging. Msg&Data Rates May Apply. Msg Freq may vary. Reply HELP for help or call 18665634703. Reply STOP to cancel.

4. You can now proceed to log in to the application as described on page 18.
5. You can stop this service at any time by sending a message to the designated number as instructed, such as "CANCEL" or "STOP."
6. The system sends a message verifying that you have opted out of the service, as shown in the following example:

AT&T Business Messaging. You have opted out. You will not receive additional messages. Contact: www.att.com/businessmessaging or 18665634703.

7. Message Retention Period:
 - Messages initiated via mobile app / web client, and messages routed to IP (IP bound) are stored for two years.
 - Messages initiated from Protocols (SMS bound) are stored for three months.

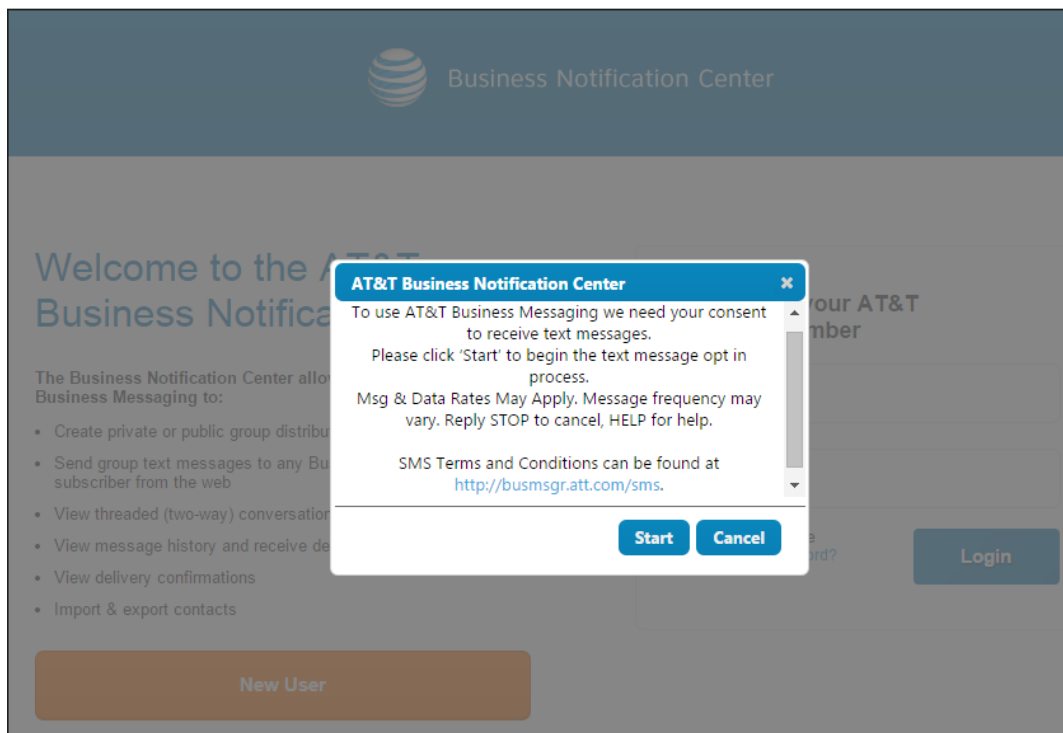


Figure 2. Opt-Out Message Sample



About Data-Capable Tablet Users

AT&T Business Notification Center can send individual 1:1 messages, group chats, and broadcast messages to data-capable tablets, including both Wi-Fi and LTE tablets. These users have no mobile number associated with their account.

Data-capable tablet users have the same functionality in the application as all other users. However, a data-capable tablet user receives messages, such as the Welcome message or Reset Password confirmation number, via email instead of SMS. Also, the Switch to SMS option in Preferences is not available for users of these devices.

Upon provisioning, a data-capable tablet user is assigned a system-generated mobile directory number (MDN). When a user adds a data-capable tablet user as a contact and enters the email address, the system automatically searches for matching addresses.

- If the system locates a matching entry, the system-generated MDN appears in the Mobile Number field of the data-capable tablet user's profile.
- If the system does not locate a matching entry, a "User Not Found" message appears.

Sending Messages to Data-Capable Tablet Users

When you send a message to a data-capable tablet user, enter the name or email address in the recipient list for the message. The list of recipients populates with the first and last name of the user based on the entry saved in the Address Book.

Messages will be delivered to the Business Messaging application on the user's data-capable device as described in the chapter *Messages and Conversations* on page 31.

Note: Data-capable tablets cover both Wi-Fi and LTE devices.



Logging In to the Application

You need to log in to the application when you open the AT&T Business Notification Center.

1. Open your Internet browser and go to <https://bnc-businessmessaging.att.com/login.do>.
2. Enter your wireless number. Data-capable tablet users should enter a business email address.
3. Enter your password.

Your password will need to be changed periodically, depending on the policy that your Administrator has set. When your password expires, you will be prompted to change your password and the Change Password screen appears. Please refer to the password complexity requirements on 81 for information on changing your password.

4. If you want the application to remember your login information, select the **Remember me** option.
5. Click **Login**.

Business Notification Center

Welcome to the AT&T Business Notification Center

The Business Notification Center allows subscribers of AT&T Business Messaging to:

- Create private or public group distribution lists
- Send group text messages to any Business Messaging subscriber from the web
- View threaded (two-way) conversations
- View message history and receive delivery receipts
- View delivery confirmations
- Import & export contacts

[New User](#)

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v1.0.1709141545 (j13386)

Figure 3. Login Screen

6. If this is the first time you are logging in, you will need to complete the registration form. Fields with an asterisk (*) are required.
7. Select the option to accept the terms and agreements for using this application.



8. Click **Submit**.

Registration
To create a new account, enter the following information and select "Submit".

Change Password

*Current Password:

*New Password: (Minimum 8 characters, alphanumeric)

*Re-Type Password:

Messaging Information

*First Name:

*Last Name:

Contact Information

Work Phone:

Home Phone:

E-Mail:

Terms and Conditions

AT&T Business Messaging
End User License Agreement

IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, DO NOT CLICK THE "ACCEPT" BUTTON OR DOWNLOAD, INSTALL, OR USE THE APPLICATION.

This Agreement ("License") governs your access to and use of the AT&T Business Messaging application ("Application"). This Application is not intended for use by persons under the age of 18. If you are under 18, you may not use this Application or provide AT&T with any personally identifiable information. If you are 18 or older, you are not of legal age to enter into a contract. You should review these terms and conditions with your parent or guardian to make sure that you and your parent or guardian understand these terms and conditions.

By clicking the "ACCEPT" button or downloading, installing or using the Application, you affirm that you are over the age of majority in your jurisdiction of residence, or are an emancipated minor, or possess legal parental or guardian consent, and that you are fully

☐ AT&T Acceptable Use Policy [AT&T Acceptable Use Policy](#)

Figure 4. New User Registration Screen

Password Lockout Policy

The password lockout policy for all users is listed below:

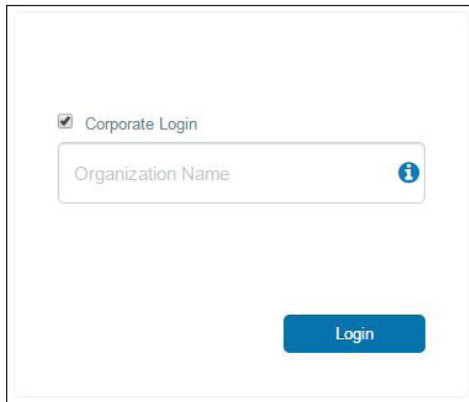
1. If you enter the wrong password in the application, there will be a one-hour lockout after **seven** failed attempts.
2. Following the one-hour lockout, if you continue to enter the wrong password, there will be a 24-hour lockout after **six** failed attempts.
3. Following the 24-hour lockout, if you continue to enter the wrong password, the account will be locked. You can select the **Forgot password?** option on the Login screen to obtain a confirmation number.

You will need to enter the confirmation number in your application, the new password, and then confirm the new password to log in to the application. See page 24 for more information.



Corporate Login

1. If you want to log in using Corporate SSO, check the **Corporate Login** option.
2. Enter the **Organization Name**.
3. Click **Login**



A screenshot of a login interface. At the top, there is a checkbox labeled "Corporate Login" which is checked. Below this is a text input field labeled "Organization Name" with a blue information icon to its right. At the bottom of the form is a blue button labeled "Login".

Figure 5. Corporate Login Screen Option

4. You will be required to enter the **Username** and **Password** in the next screen.
5. Click **SIGN IN**.



A screenshot of a "SIGN IN" screen. The title "SIGN IN" is in white text on a blue background. Below the title are two text input fields, one labeled "Username" and one labeled "Password". Below these fields is a checkbox labeled "Remember me on this computer". At the bottom is a large black button with the text "SIGN IN" in white.

Figure 6. Sign In screen (This is a sample login screen and will be based on your enterprise login page)

6. You will be prompt to the **Conversations** screen.

**Notes:**

- You can gather the Organization Name from your Welcome Message. If you do not find it there, please contact your Enterprise Admin to get the Organization Name.
- If you enter an invalid Organization Name, you will receive the following error:



Figure 7. Error Message

- If access is denied you will receive the following error message: "Your account is not provisioned to access Business Notification Center. Please reach out to your Enterprise Admin to provision your account."

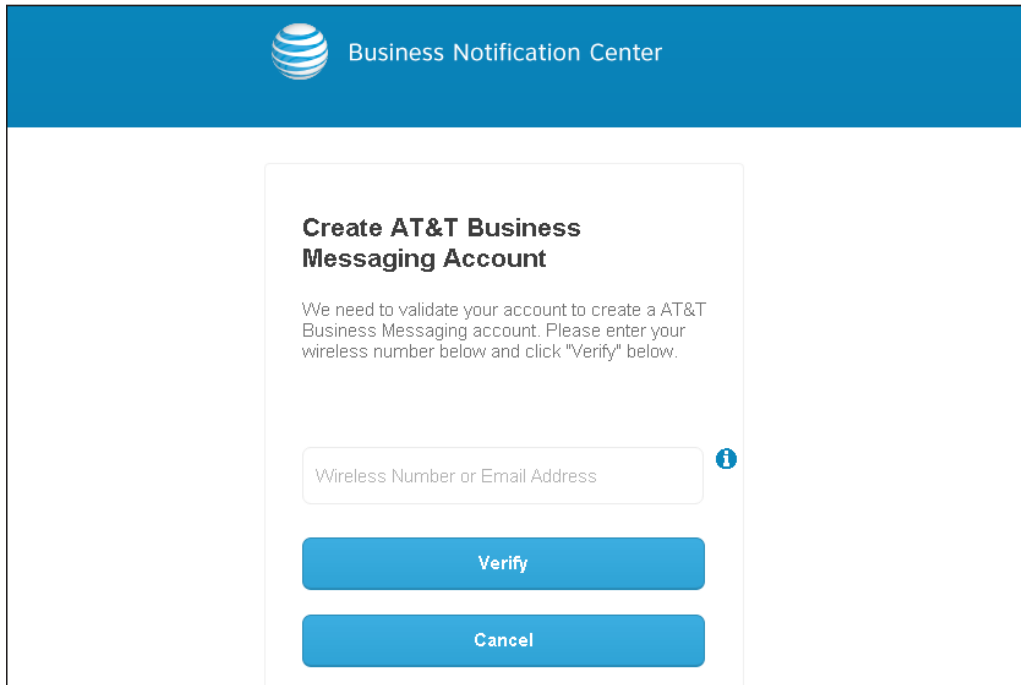


Creating an Account

You must create an account before you can use AT&T Business Messaging Account Management.

See *User Messages* on page 116 for information on any messages that may appear on this screen.

1. On the Login screen, click **New User**.
2. Enter your wireless number. Data-capable tablet users should enter a business email address.
3. Click **Verify**.
4. Click **Submit**.
 - If your account is successfully created, a message stating that your account has been successfully activated for AT&T Business Messaging Account Management appears. Log in using your password or click **Forgot password?** (page 19) to reset your password.
 - If your wireless number is not a provisioned account, a message stating that the user is not provisioned will appear.
 - If you are an SMS user, a message stating that the wireless number must have a qualified AT&T Business Messaging Account feature added to your wireless device account appears.
 - If you are a new IP messaging user who has not yet registered, a message appears indicating that a new PIN has been sent to the handset.
 - If you are a data-capable tablet user and entered a business email address, the Welcome message will be sent to the email address.



The screenshot shows a web interface for creating an AT&T Business Messaging account. At the top is a blue header with the AT&T logo and the text "Business Notification Center". Below this is a white box with a blue border containing the title "Create AT&T Business Messaging Account". Under the title is a paragraph: "We need to validate your account to create a AT&T Business Messaging account. Please enter your wireless number below and click "Verify" below." Below the text is a text input field with the placeholder "Wireless Number or Email Address" and a blue information icon to its right. At the bottom of the box are two blue buttons: "Verify" and "Cancel".

Figure 8. New User Verification



Resetting a Forgotten Password

1. On the Login screen, click **Forgot password?**
2. When the Reset Password screen appears, enter your wireless number if it doesn't already appear in the *Wireless Number* field. Data-capable tablet users should enter a business email address.
3. Click **Submit**. A confirmation number will be sent to you as a text message. Data-capable tablet users will receive the confirmation number via email.
4. On the Reset Password screen, enter the confirmation number, the new password and then confirm the new password.
5. Click **Change Password**.

Business Notification Center

*Confirmation number

*New password

*Re-type password

Password Requirements

- At least 8 characters
- One or more uppercase letters
- One or more lower case letters
- One or more numbers
- One or more special characters
- Does not match any of your previous 5 passwords
- No more than two sequential letters or numbers
- Password cannot be same as the userID

[Change Password](#) [or cancel](#)

Figure 9. Reset Password Screen

See *User Messages* (page 116) for information on any messages that may appear on this screen.



About Secure Messaging

Secure messaging capability is available for use with the AT&T Business Notification Center. Permissions for secure messaging are applied at the enterprise level by your Administrator, and can be used for 1:1 messages, group chats, and broadcast messages. All attachments in secure messages are also encrypted.

Secure messaging users can send and receive secure messages, and also receive non-secure messages. Secure users can also reply to existing non-secure messages. Non-secure users are any recipients who have not been provisioned for secure messaging.

Secure messaging is compliant with the following: FISMA, FIPS, HIPAA, FINRA, and Dodd-Frank. Secure messaging adheres to NIST Standards & Guidelines, as outlined in NIST SP 800-53 rev 4.

The Enterprise Admin can set “Message Options” policy for all the secure users in an enterprise. Messaging option for “Message Expiration” and “Delete on Read” will be greyed out for the users if the Enterprise Admin sets this for the enterprise.

Sending Secure Messages

If you are sending a secure message, the **Secure Conversation** option will be selected on the New Message screen.

The screenshot shows the 'Compose New Message' screen. At the top, there's a header bar with 'Meeting' on the left and 'Send Secure' and 'Cancel' on the right. Below the header, there's a 'To:' field with a contact named 'Peter Matthews' selected, indicated by a red box. To the right of the contact name is a search prompt 'Type to search for contact.' Below the 'To:' field, there are four options: 'Secure Conversation' (checked), 'Message Expiration' (unchecked), 'Delete on Read' (unchecked), and 'Broadcast message' (unchecked). A red arrow points to the 'Secure Conversation' option. At the bottom, there's a text input field with the placeholder text 'I need to cancel our meeting for tomorrow afternoon.' and a document icon on the right.

Figure 10. Secure Message in Compose New Message Screen



If the recipient of your message is also a secure user, a Lock icon appears to the left of their name in the Recipients list.

Secure conversations are indicated in the Messages list by a Lock icon.



Figure 11. Secure Conversation Indicated by Lock Icon



Initiating Non-Secure Messages

Depending on the permissions set by your Administrator, secure messaging users may be able to initiate non-secure conversations as well. Secure users with this permission will be able to select the Non-secure Message option when composing new messages.

If you have permission to initiate a non-secure conversation, the Lock icon does not appear in the Messages list if the Secure Conversation option is not selected.

Figure 12. Non-Secure Message in Compose New Message Screen

If the recipient of your message is also a non-secure user, the Lock icon does not appear to the left of their name in the Recipients list.

Receiving Secure Messages

Secure users will receive messages over their messaging applications. If you are an SMS user with secure capability, you will receive a message via SMS indicating that you have a secure message to view.

If you are using an older version of the application, you will not be allowed to log in and view a secure message until you upgrade to the latest mobile application.



Accessing the Application Menu

The AT&T Business Notification Center application menu is located across the top of the screen.

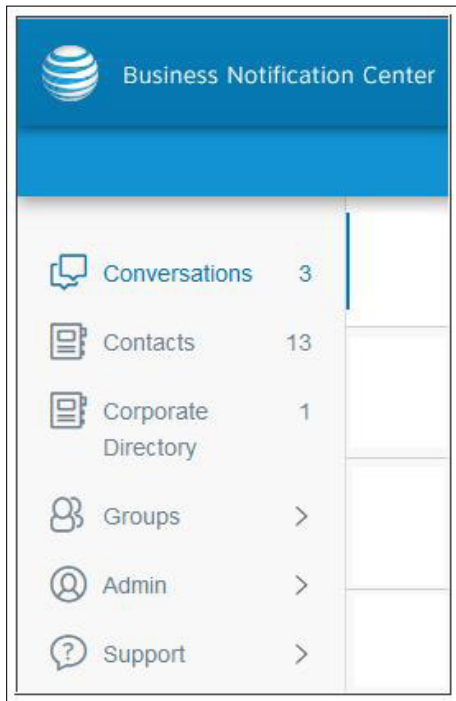


Figure 13. Application Menu

Table 1. Application Menu

Items	Description
Conversations	Select this menu option to access the Messages screen. See page 32 for more information.
Scheduled	Select this menu option to view messages that have been scheduled to be sent at a later date and/or time. This option only appears in the application menu if you have any scheduled messages that have not been sent. See <i>Scheduling Send Date and Time for Messages</i> (page 42) for more information about scheduling messages.
Contacts	Select this menu option to access the Contacts screen to create and manage individual contacts. See page 71 for more information.
Corporate Directory	Select this menu option to access the Corporate Directory contacts in your enterprise. See page 77 for more information.
Groups	Select this menu option to access the Groups screen to create and manage individual contacts. See page 79 for more information.



Admin	Select this menu option to generate reports and manage the users authorized on your system. This option only appears if your account has been provisioned with Administrator privileges. See the Admin User Guide for more information.
Support	Select this menu option to access Customer Support functions, such as frequently asked questions, contact Customer Support, and submit or view the status of whitelist requests. See page 95 for more information.



Logging Out of the Application

1. At the top right-hand corner of the screen, click the icon for your User ID.
2. Select the **Logout** option at the bottom of the panel that appears.
3. Verify that you want to log out of the application by clicking **Yes** in the confirmation message that appears.

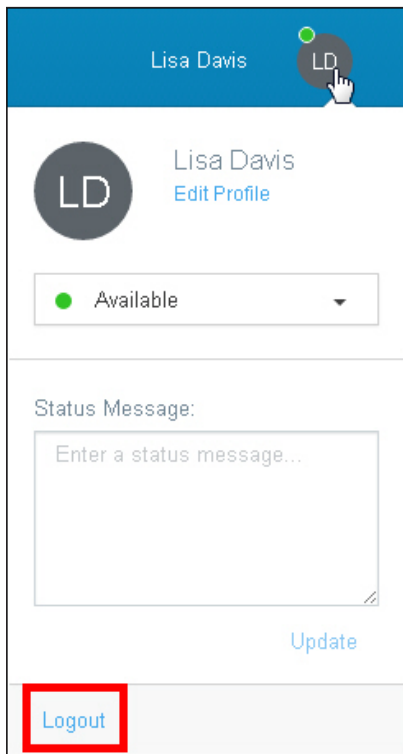


Figure 14. Logout Option



2. Messages and Conversations

This chapter describes how to create and manage messages and conversations in the application and contains the following sections:

- [Accessing Messages \(page 32\)](#)
- [Sending 1:1 Messages to Contacts \(page 33\)](#)
- [Starting a Group Chat \(page 36\)](#)
- [Sending a Broadcast Message \(page 39\)](#)
- [Sending Messages to SMS Users \(page 41\)](#)
- [Sending Messages to Data-Capable Tablet Users \(page 41\)](#)
- [Scheduling Send Date and Time for Messages \(page 42\)](#)
- [Setting Messages to Expire \(page 44\)](#)
- [Setting Messages to Delete After Viewing \(page 46\)](#)
- [Adding Attachments to Conversations \(page 48\)](#)
- [Managing Conversations \(page 57\)](#)
- [Searching Messages \(page 62\)](#)
- [Using the Delivery Log \(page 63\)](#)
- [Understanding the Message Status \(page 66\)](#)
- [Receiving Messages from Various Protocols \(page 67\)](#)
- [Synchronizing Messages \(page 68\)](#)



Accessing Messages

1. Select the **Conversations** option from the menu on the left side of the screen.



Figure 15. Conversations Option

2. The Messages screen opens.

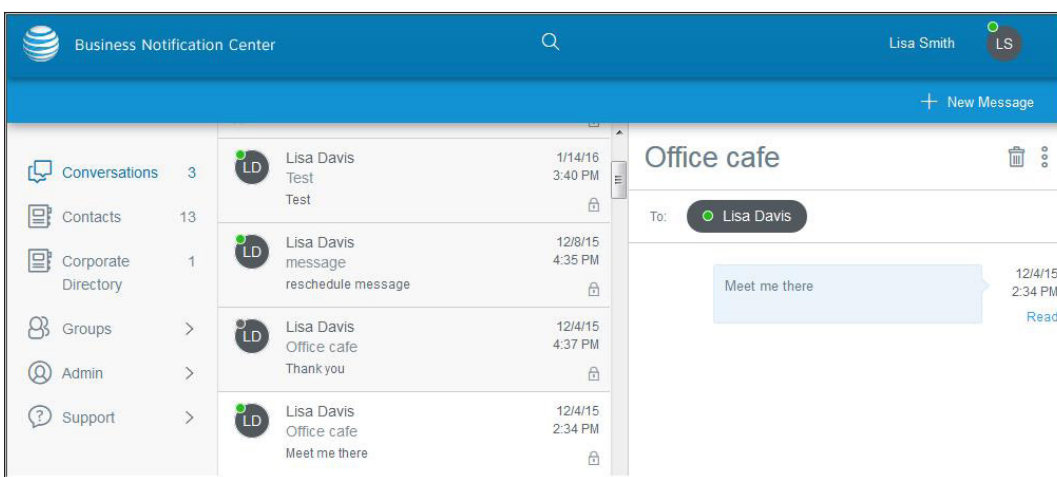


Figure 16. Messages Screen

For any conversations that have not been read (or have been marked as unread), the Unread icon appears on the left edge of the Messages list.

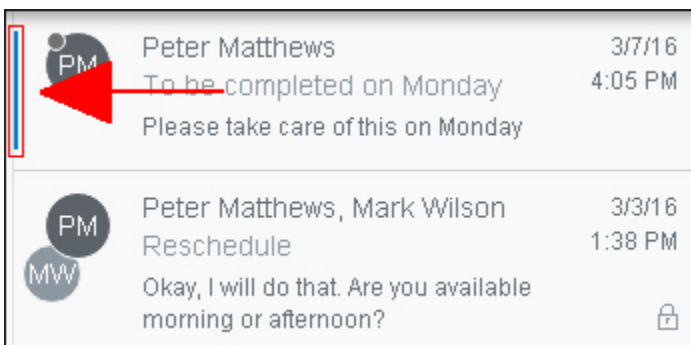


Figure 17. Unread Conversation Icon



Sending Messages

Sending 1:1 Messages to Contacts

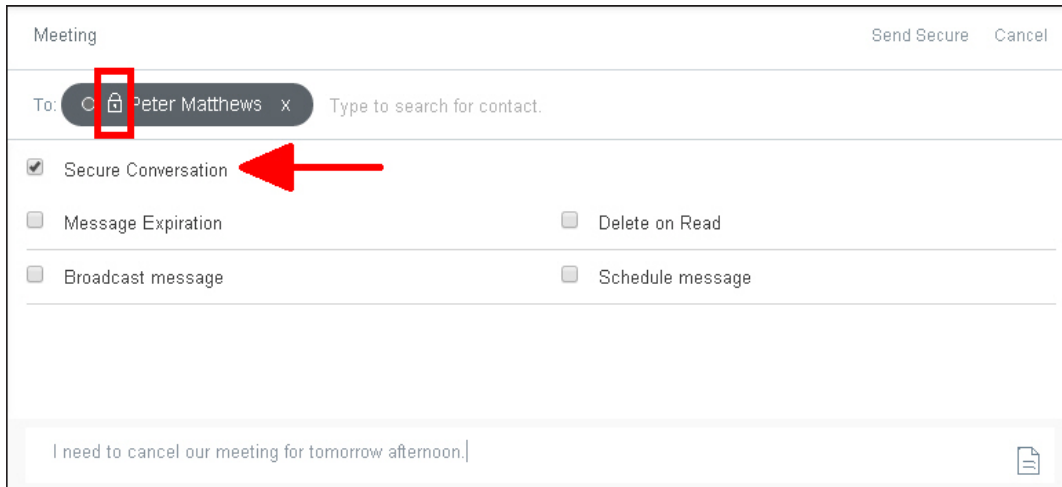


Figure 18. New Message Screen

1. Select the **Conversations** option from the menu on the left side of the screen.
2. On the Messages screen, click **+ New Message**.
3. When the New Message screen opens, enter the subject
4. Select the recipient of the message by typing the name in the “To” field.

If the recipient of your message is also a secure user, a Lock icon appears to the left of their name in the Recipients list.

5. Select the **Secure Conversation** option as needed to send a secure or non-secure message.

Note: Depending on the permissions set by your Administrator, secure messaging users may be able to initiate non-secure conversations as well. Secure users with this permission will be able to deselect the Secure Message option when composing new messages.

If you have permission to initiate a non-secure conversation, the Lock icon does not appear if the Secure Conversation option is not selected. Please refer to *About Secure Messaging* (page 25) for more information about this functionality.

6. Select the desired message options. See *Setting Message Options* (page 42) for more information.

Note: Secure users can set additional message options from within a secure conversation, such as setting a message to expire or to delete after being viewed by the recipient. See *Setting Message Options* (page 42) for more information.



7. Enter the message at the bottom of the screen. Each separate message is limited to 1,000 characters.
8. (optional) To attach a file, photograph, or video to the message, see the instructions beginning on page 48. File size for all attachments is limited to 5 MB.

Note: Some browsers create thumbnails for images, but not for video. Microsoft® Internet Explorer® 8 and Microsoft® Internet Explorer® 9 do not create thumbnails for images or video.

9. Click **Send**. For a secure message, click **Send Secure**.

Note: If you attempt to send a secure message to a non-secure recipient, a message appears letting you know that the message cannot be sent.

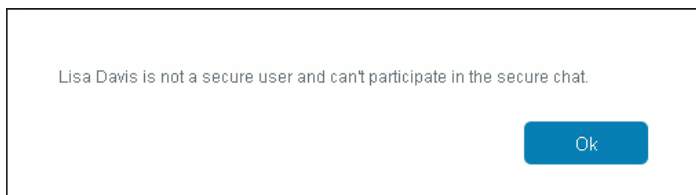


Figure 19. Attempt to Send Secure Message to Non-Secure User



Browser Notification Add

1. At the top right-hand corner of the screen, click the icon for your user ID.
2. Select the **Edit Profile** option that is below the user name.
3. Select the **Messages Default** option on preferences menu.
4. On the **Browser Notifications** option, check the **On new message** option and click Save.
5. Once the checkbox is saved, browser permission pop up will appear. Select **Allow** to receive browser notifications.

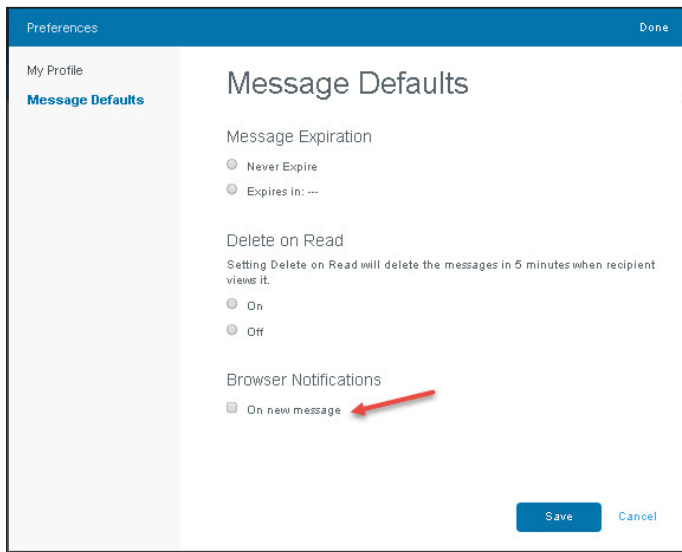


Figure 20. Browser Notification Add



Starting a Group Chat

Any responses to a group chat will be sent to all recipients, not just the originator. Group chats are indicated by listing the user IDs of the recipients as shown in the example below.

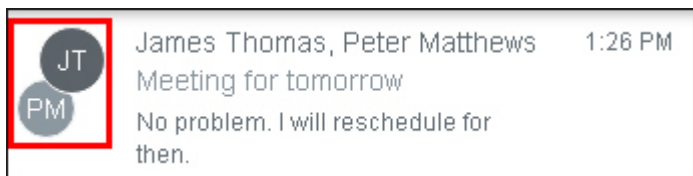


Figure 21. Group Chat Example

1. Select the **Conversations** option from the menu on the left side of the screen.
2. On the Messages screen, click **+ New Message**
3. When the New Message screen opens, enter the subject.
4. Select the recipients of the message by typing the names in the “To” field. A group chat is limited to 500 individual users.

If the recipient of your message is also a secure user, a Lock icon appears to the left of their name in the Recipients list.

Note: If the number of unique recipients is greater than 500, you will be presented with an option to send as a broadcast message or to remove recipients.

5. Select the **Secure Conversation** option as needed to send a secure or non-secure message. This field has a striped pattern behind it as well as a Lock icon indicating that this is a secure message.

Note: Depending on the permissions set by your Administrator, secure messaging users may be able to initiate non-secure conversations as well. Secure users with this permission will be able to deselect the Secure Message option when composing new messages.

If you have permission to initiate a non-secure conversation, the Lock icon does not appear if the Secure Conversation option is not selected. Please refer to *About Secure Messaging* (page 25) for more information about this functionality.

6. Select the desired message options. See *Setting Message Options* (page 42) for more information.

Note: Secure users can set additional message options from within a secure conversation, such as setting a message to expire or to delete after being viewed by the recipient. See *Setting Message Options* (page 42) for more information.

7. Enter the message at the bottom of the screen. Each separate message is limited to 1,000 characters.



8. (optional) To attach a file, photograph, or video to the message, see the instructions beginning on page 48. File size for all attachments is limited to 5 MB.

Note: Some browsers create thumbnails for images, but not for video. Microsoft® Internet Explorer® 8 and Microsoft® Internet Explorer® 9 do not create thumbnails for images or video.

9. Click the **Send**. For a secure message, click **Send Secure**.

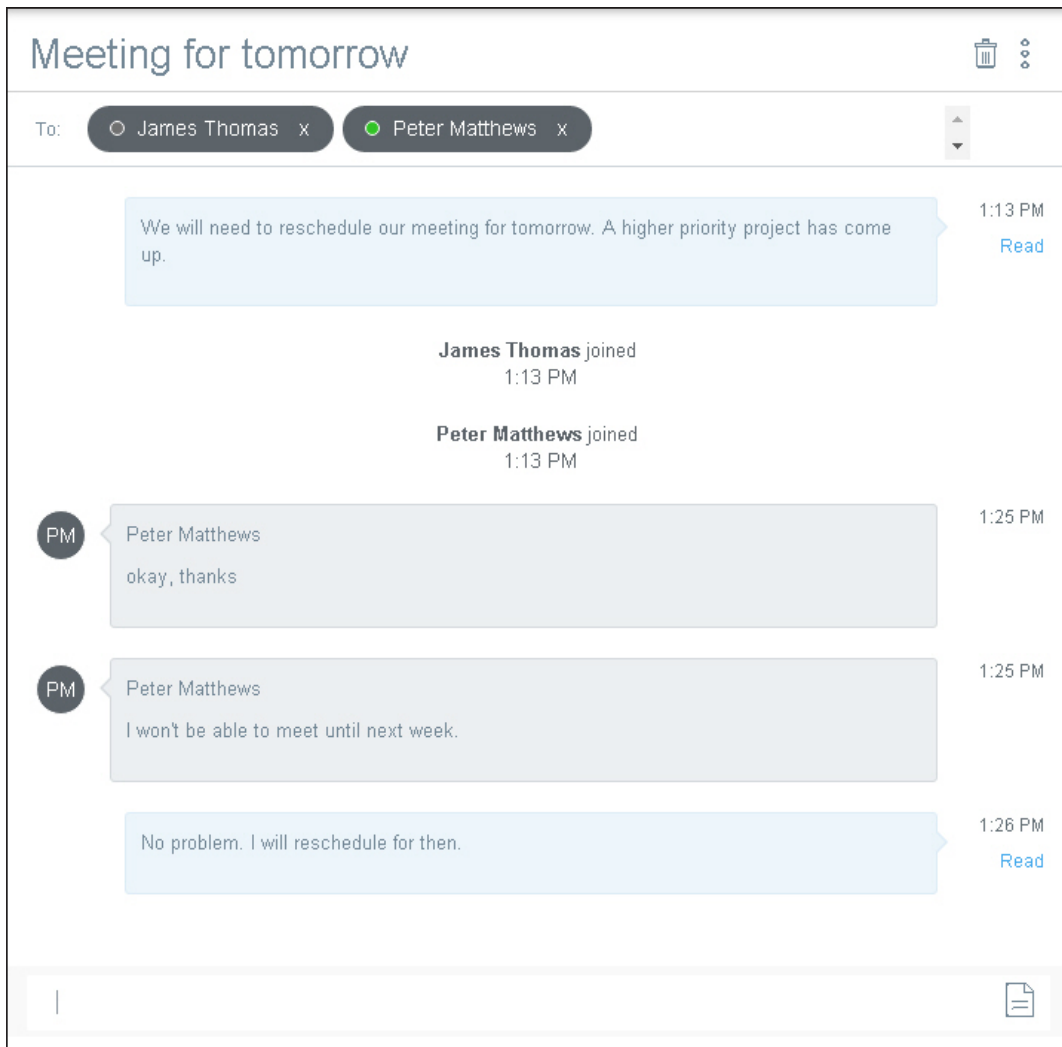


Figure 22. Group Chat Screen

10. If you are sending a secure message, a message appears letting you know that the message cannot be sent to non-secure recipients. This message also includes a list of non-secure recipients and groups with non-secure recipients. Non-secure recipients will be removed prior to sending the message.

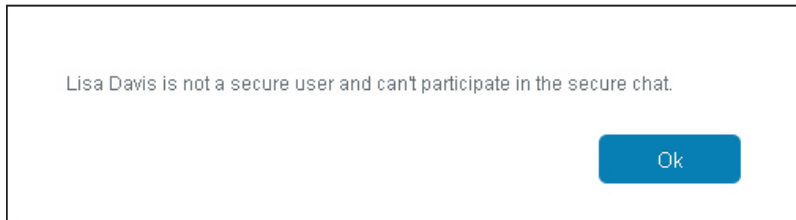


Figure 23. Attempt to Send Secure Message to Non-Secure User

11. Depending on your browser, attachments appear as a thumbnail image. Click the attachment to view or download it to your computer.

Note: Some browsers create thumbnails for images, but not for video. Microsoft® Internet Explorer® 8 and Microsoft® Internet Explorer® 9 do not create thumbnails for images or video.



Sending a Broadcast Message

Any responses to broadcast messages will be sent only to the originator, not to all of the recipients. Broadcast messages are indicated in the Messages list by the icon below.



Figure 24. Broadcast Message Icon

1. Select the **Conversations** option from the menu on the left side of the screen.
2. On the Messages screen, click **+ New Message**.
3. When the New Message screen opens, enter the subject.
4. Select the recipients of the message by typing the names in the “To” field. Broadcast messages can be sent to up to 20,000 recipients.
5. Select the **Secure Conversation** option as needed to send a secure or non-secure message.

Note: Depending on the permissions set by your Administrator, secure messaging users may be able to initiate non-secure conversations as well. Secure users with this permission will be able to deselect the Secure Message option when composing new messages. Also, the users cannot modify “Message Expiration” and “Delete on Read” options that are set by Enterprise Admin.

If you have permission to initiate a non-secure conversation, the Lock icon does not appear if the Secure Conversation option is not selected. Please refer to *About Secure Messaging* (page 25) for more information about this functionality.

6. Select the **Broadcast message** option.
7. Select any other desired message options. See *Setting Message Options* (page 42) for more information.

Note: Secure users can set additional message options from within a secure conversation, such as setting a message to expire or to delete after being viewed by the recipient. See *Setting Message Options* (page 42) for more information.

8. Return to the Compose Message screen and enter the message. Each separate message is limited to 1,000 characters.
9. (optional) To attach a file, photograph, or video to the message, see the instructions beginning on page 48. File size for all attachments is limited to 5 MB.

Note: Some browsers create thumbnails for images, but not for video. Microsoft® Internet Explorer® 8



and Microsoft® Internet Explorer® 9 do not create thumbnails for images or video.

- Click **Send**. For a secure message, click **Send Secure**. The message appears in a conversation screen.

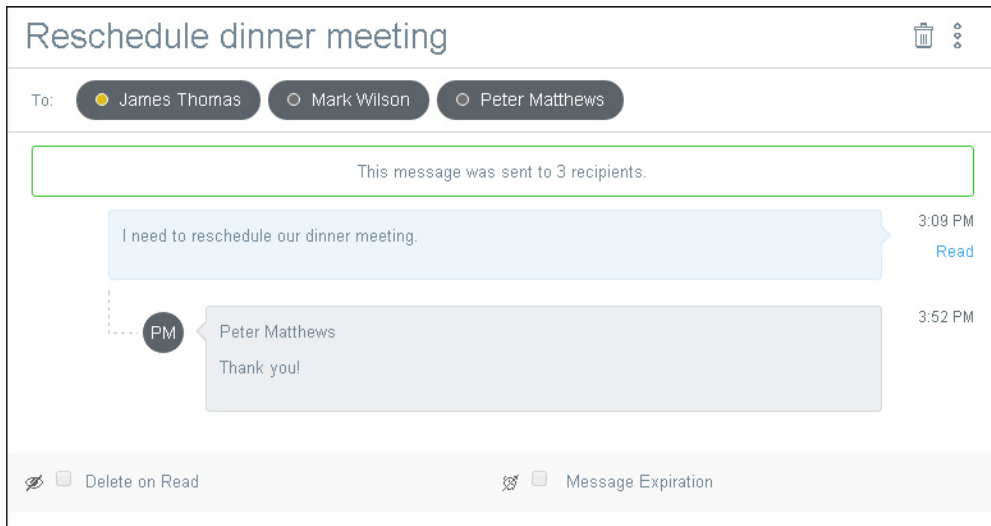


Figure 25. Broadcast Message Screen

Note: To reply privately to a response, click the **Reply** link within the response bubble.

- If you are sending a secure message, non-secure recipients will be removed prior to sending the message. You can see users who did not receive the message by viewing the delivery log.

First message sent on -		
Recipient	Status	Time
Mark Wilson	Not Delivered	-
Peter Matthews	Sent	February 26, 2016 3:51 PM
James Thomas	Not Delivered	-

Figure 26. Delivery Log with Messages Not Sent to Non-Secure Users

Depending on your browser, attachments appear as a thumbnail image. Click the attachment to view or download to your computer.



Sending Messages to SMS Users

AT&T Business Notification Center can send individual messages and broadcast messages to SMS users who are not using the application. SMS users cannot receive secure messages on their native text clients. Instead, they will receive an SMS message that prompts them to upgrade to the mobile application or register for the BNC Web portal to view secure messages.

Conversations within the application appear as one conversation thread in AT&T Business Notification Center on your device. See *Sending 1:1 Messages to Contacts* (page 33) and *Sending a Broadcast Message* (page 39) for more information.

If the message recipient is using an:

- **iPhone or iPad:** The conversation appears as one conversation thread in the default iOS Messenger application on the device.
- **Android handset or tablet:** The conversation appears as one conversation thread in the built-in messenger product on the device.
- **Standard messaging-capable phone (non-smartphone):** The conversation appears from the originator address to ensure the conversation's continuity.

Broadcast message recipients who are SMS users and do not have access to the BNC Web portal will not receive attachments. If a message with an attachment is sent to an SMS user, they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

Sending Messages to Data-Capable Tablet Users

When you send a message to a data-capable tablet user, enter the name or email address in the recipient list for the message. The list of recipients populates with the first and last name of the user based on the entry saved in the Address Book.

Messages will be delivered to the Business Messaging application on the user's data-capable tablet.

Note: Data-capable tablets cover both Wi-Fi and LTE devices.



Setting Message Options

Scheduling Send Date and Time for Messages

Secure and non-secure users can schedule messages to be sent at a later date and time. The maximum duration is 30 days from the current date. Messages cannot be scheduled for past dates and times.

1. Open a new message and follow the appropriate steps for the message type to be sent: 1:1 message, group chat, or broadcast message.
2. Select the **Schedule message** option.
3. Select the desired date and time.

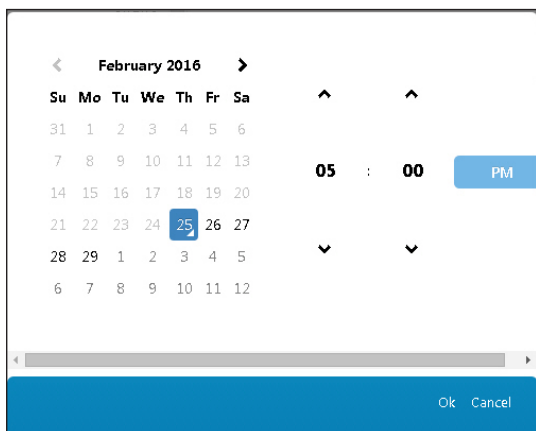


Figure 27. Schedule a Message to Send at a Later Date and Time

4. Click **OK**, and then return to the Compose Message screen. The date and time selected appears below the Schedule message option.



Figure 28. Selected Date and Time for Scheduled Message

5. Click **Send**, and the message appears in the Scheduled Messages list. For a secure message, click **Send Secure**.



Modifying the Scheduled Send Date and Time

Scheduled messages can be modified or deleted by opening the appropriate message on the Scheduled Messages screen.

1. Select the **Scheduled** option from the menu on the left side of the screen.



Figure 29. Scheduled Option

2. The Scheduled Messages screen opens.

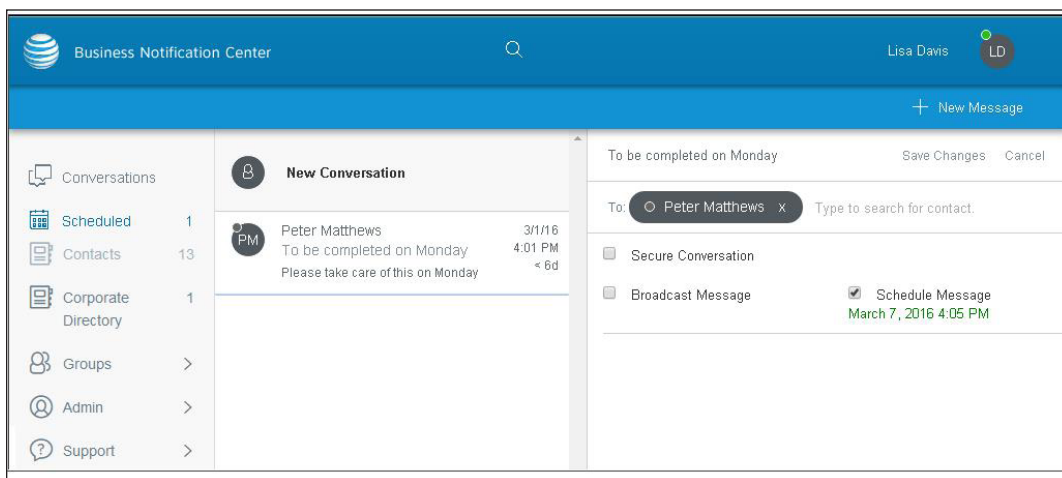


Figure 30. Scheduled Messages Screen

3. Click **Save Changes**.

Scheduled messages can be modified or deleted by selecting the appropriate message in the Scheduled Messages list and following the instructions as described in *Deleting a Conversation* (page 57).

If any messages are scheduled, a Schedule Messages option appears in the application menu as described on page 28. Once sent, the message will appear in the Messages list.

In the Scheduled Messages folder, a countdown timer appears that informs users when the message will be sent.

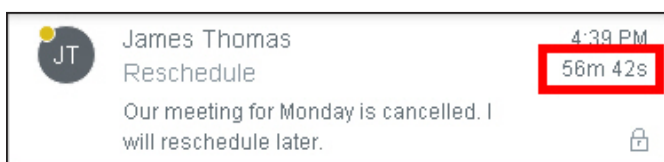


Figure 31. Scheduled Messages Folder



Setting Messages to Expire

Secure users can set an expiration date for a new message. If an expiration is set, the message will be deleted from the sender's view, recipient's view, and the server. The expiration cannot be set to a past date or time.

The value that appears as the default for this field is based on the settings selected in Preferences as described on page 102. For example, if the Message Defaults setting on the Preferences screen is set to five days, the Compose Message screen automatically populates with a message expiration of five days.

Note: The message expiration setting will be applicable for all subsequent messages in the conversation unless a change is made. Changes then will be applicable to future messages.

1. Open a new message and follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
2. Select the **Message Expiration** option.

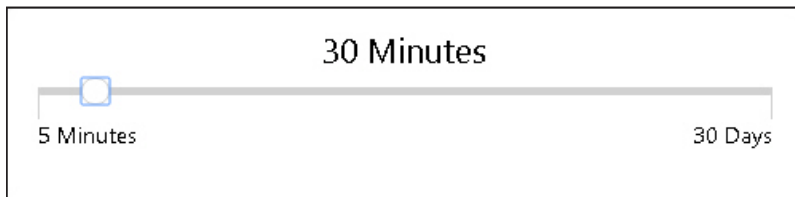


Figure 32. Set a Message Expiration

3. Select the time the message should expire by moving the slider to the desired option.
 - Five-minute intervals up to one hour
 - One-hour intervals up to 24 hours (one day)
 - One-day intervals up to 30 days
4. Return to the Compose Message screen. The selected expiration time appears below the Message Expiration option.



Figure 33. Selected Expiration Time for Message

5. Click **Send Secure**.



Users can schedule a message and set the message expiration in the same message. In this case, message expiration must take place at least 30 minutes after the scheduled message send time.

In the Conversation screen, a countdown timer appears to inform users when the message will expire.

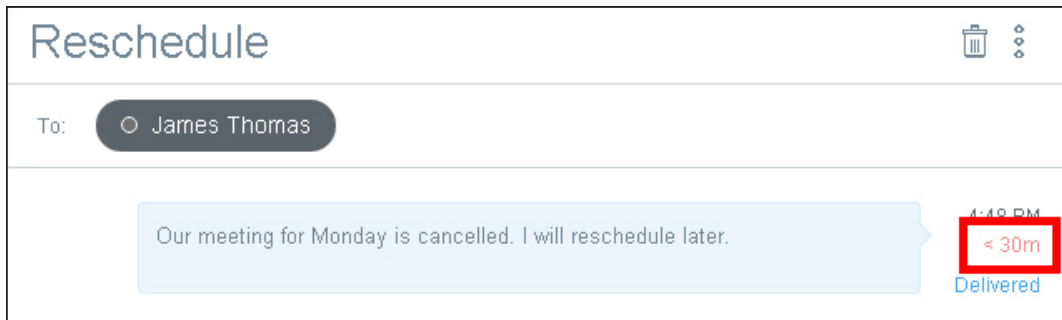


Figure 34. Message Set to Expire in the Conversation Screen

If all messages in a conversation are set to expire or delete after being read, the conversation will disappear from the recipient's Messages list once the expiration time and deletion time for all messages have elapsed. Messages that have been set to delete after being read will continue to be visible to the sender, but expired messages will be removed.

Setting Message Expiration within a Conversation

Secure users can also set the expiration of messages within a secure conversation by selecting the *Message Expiration* option located at the bottom of the screen.

The value that a user selects will be applicable for all subsequent messages in the conversation until the user makes a change. Any changes made will be applicable to future messages in the conversation.

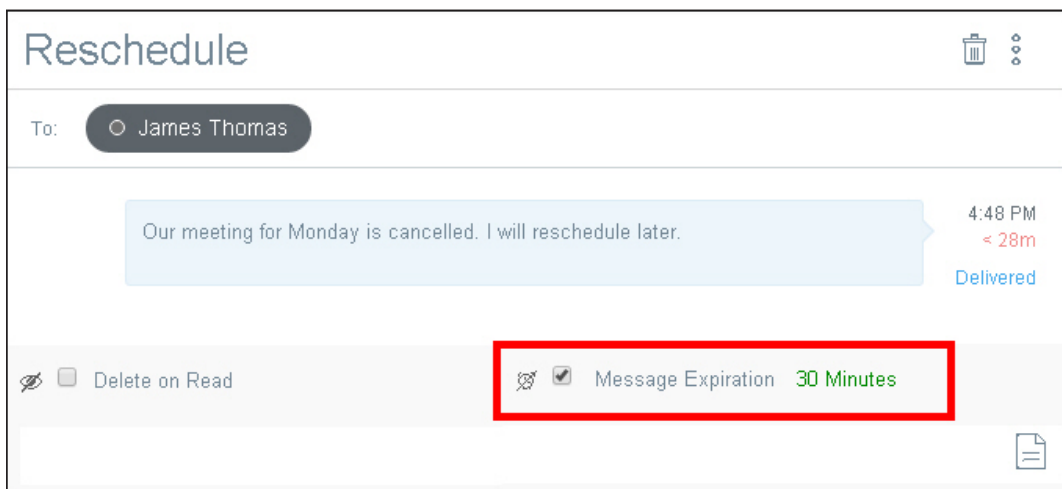


Figure 35. Message Expiration Options within a Conversation



Setting Messages to Delete After Viewing

The application enables secure users to set a message to delete after the recipient views it. If selected, the message will be deleted from the recipient's view within five minutes of the recipient opening the message. The message remains in the sender's view.

The value that appears as the default for this field is based on the settings selected in Preferences as described on page 107. For example, if the Message Defaults setting on the Preferences screen is set to delete the message when read, the Compose Message screen automatically populates this field to delete messages within five minutes of the recipient viewing the message.

Note: The message deletion setting will be applicable for all subsequent messages in the conversation unless a change is made. Changes then will be applicable to future messages.

1. Open a new message and follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
2. Select the **Delete on Read** option.
3. Click **Send Secure**.

Users can schedule a message, set the message expiration, and set the message to delete on read all in the same message. In this case, the activity that happens first takes precedence.

For example, the message is set to expire at 4:30 p.m. and the recipient does not read this message until 4:30 p.m., then the message will be deleted at 4:30 p.m. and not 4:35 p.m. (five minutes after the recipient opens the message).

The screenshot shows a 'Send Secure' dialog box. At the top, it says 'Confidential information' and has 'Send Secure' and 'Cancel' buttons. Below that is a 'To:' field with a contact named 'Peter Matthews' and a search prompt. The main area contains several options: 'Secure Conversation' (checked), 'Message Expiration' (unchecked), 'Broadcast message' (unchecked), 'Delete on Read' (checked and highlighted with a red box), and 'Schedule message' (unchecked). At the bottom, there is a note: 'This message will be deleted because it is confidential.' and a document icon.

Figure 36. Set a Message to Delete After Viewing

In the Conversation screen, a countdown timer appears to inform users when the message will be deleted.

If all messages in the conversation are set to expire or delete after being read, the conversation disappears from the recipient's Messages list once the expiration time and deletion time for all messages have elapsed. Messages that have been set to delete after being read will continue to be visible to the sender, but expired messages will be removed.



Delete on Read Messages in the Messages List

When a user receives a message that is set to delete after being viewed, the initial subject line in the Messages list is “Delete on Read message received” and the preview of the message is blank as shown in the figure below. This applies to 1:1 messages, group chats, and broadcast messages.

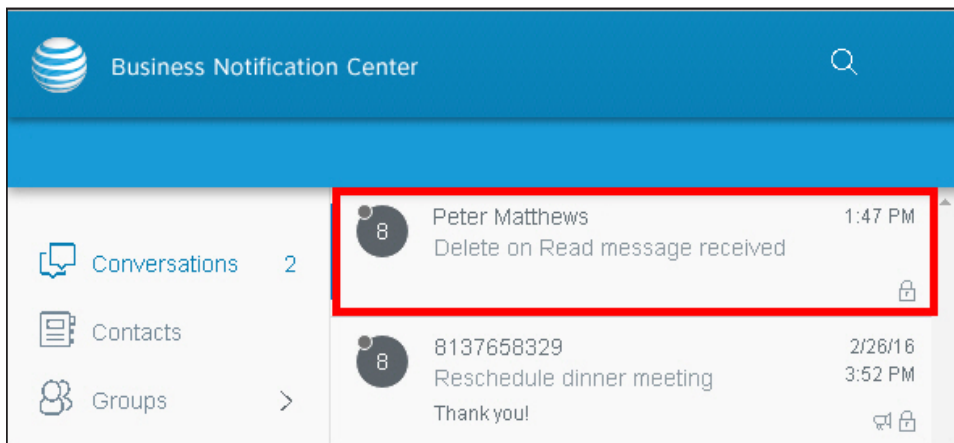


Figure 37. Recipient's Initial View of Delete on Read Message

Once the user opens the message, the five-minute countdown to deletion begins and the message appears in the conversation view. If the user returns to the Messages list before the message deletes, both the message subject and the preview of the message are populated.

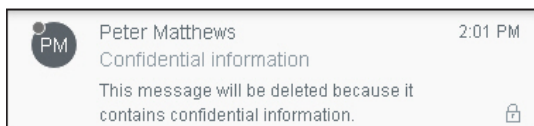


Figure 38. Recipient's Updated View of Delete on Read Message

Setting Messages to Delete within a Conversation

Secure users can also set a message to delete after the recipient views it from within a secure conversation by selecting the *Delete on Read* option located at the bottom of the screen.

The value that a user selects will be applicable for all subsequent messages in the conversation until the user makes a change. Any changes made will be applicable to future messages in the conversation.



Adding Attachments to Conversations

AT&T Business Notification Center supports files, videos, and photos. Only one attachment is allowed per message. The maximum file size for each attachment is 5 MB.

All attachments in secure messages are also encrypted.

Sending Files, Photos, or Videos

See *File Types* (page 113) for more information on unsupported file types for attachments.

Note: Some browsers create thumbnails for images, but not for video. Microsoft® Internet Explorer® 8 and Microsoft® Internet Explorer® 9 do not create thumbnails for images or video.

1. Open a new message, if desired. Files can be shared by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Click the **Attachment** icon to add a file to the message.



Figure 39. Attachment Icon

4. Select the **Attach File** option, and then browse to the appropriate file.
5. If desired, add text to use as a caption to your attachment.

Note: SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

6. Click **Send**. For a secure message, click **Send Secure**.



Sharing Contacts

Only one contact can be shared per message.

1. Open a new message, if desired. Contacts can be shared by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Click the **Attachment** icon.
4. Select the **Share Contact** option. The Share Contact panel appears.

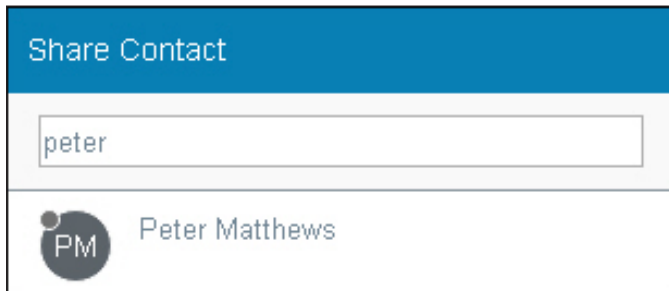


Figure 40. Share Contact Panel

5. Enter the appropriate contact, and then select **Enter**. If desired, add text to use as a caption to the attachment. The contact attachment appears in the message.



Figure 41. Share Selected Contact

Note: SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

6. Click **Send**. For a secure message, click **Send Secure**.

When the recipient opens the message, the contact information icon appears as an attachment in the conversation. The recipient can view the contact information, edit the contact information, save it to their own contacts list, forward to someone else, or delete it.

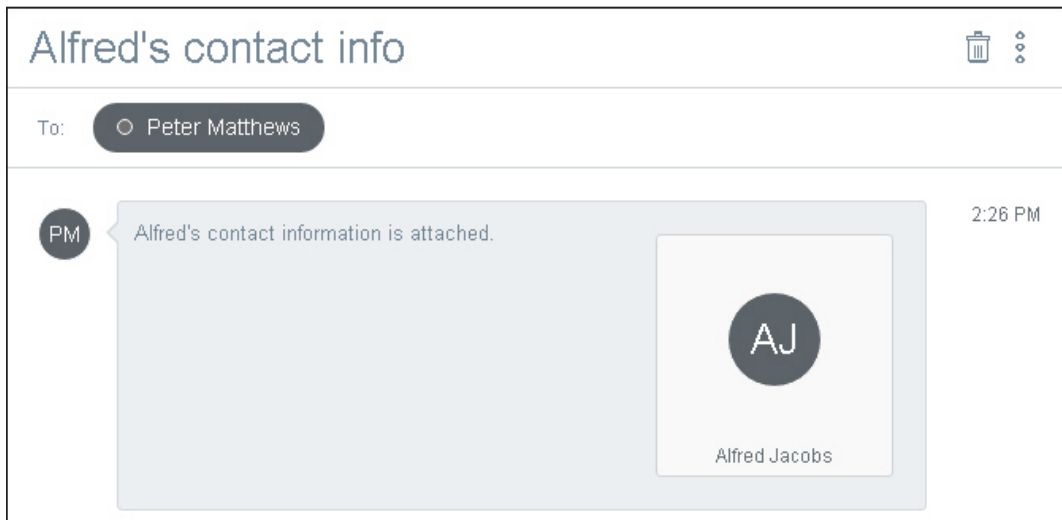


Figure 42. Shared Contact as Viewed by the Recipient



Sharing Locations

1. Locations can be shared by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Click the **Attachment** icon.
4. Select the **Share Location** option. The Share Location panel appears.
5. Enter the appropriate address, and then click **Done**. If desired, add text to use as a caption to your attachment. The location attachment appears in the message.

Note: Users can also enter a specific address to share or drop a pin and share the location of the shared pin.

Note: SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

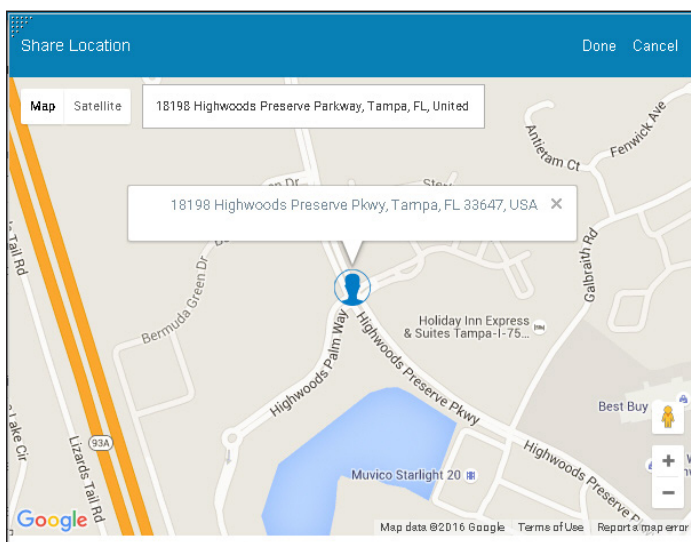


Figure 43. Share Location Panel

When the recipient opens the message, the location appears as an attachment. The recipient can view the attachment, save the location, open it in a compatible program, forward it to someone else, or delete it.

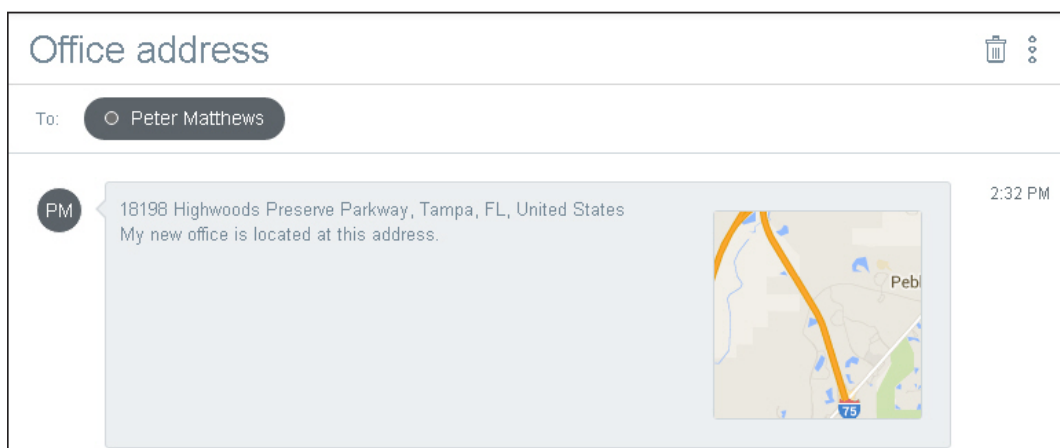


Figure 44. Shared Location as Viewed by the Recipient



Sending Voice Memos

1. Voice memos can be shared by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Click the **Attachment** icon.
4. Select the **Voice Memo** option.
5. Click the **Start Recording** icon to start recording the memo.

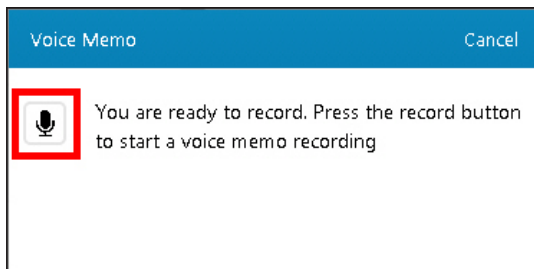


Figure 45. Start Recording Voice Memo

6. Record your voice memo. The maximum time limit for a voice memo is five minutes.
7. Click the **Stop Recording** icon to stop recording your voice memo.

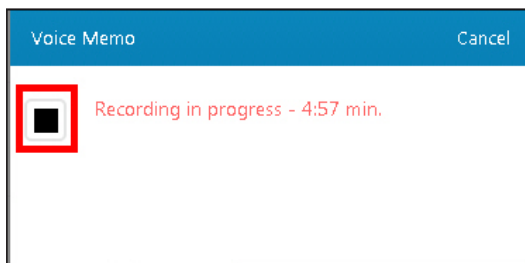


Figure 46. Stop Recording Voice Memo

8. Listen to your recorded voice memo if desired by clicking the **Play Recording** icon, or click **Done** to attach your voice memo to the message.

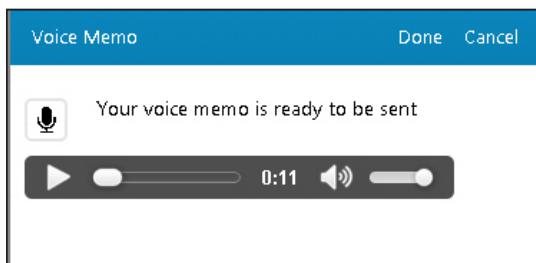


Figure 47. Attach Voice Memo to Message

To play a previously recorded message, go to the conversation in the Messages list and play the voice memo attachment.



Sharing Files from Cloud Service Accounts

Users can attach files from their cloud service accounts, such as Box, Dropbox, and Google Drive. See *File Types* (page 113) for more information on unsupported file types for attachments.

1. Open a new message, if desired. Files can be shared by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Click the **Attachment** icon.
4. Select the appropriate cloud service option from the list.

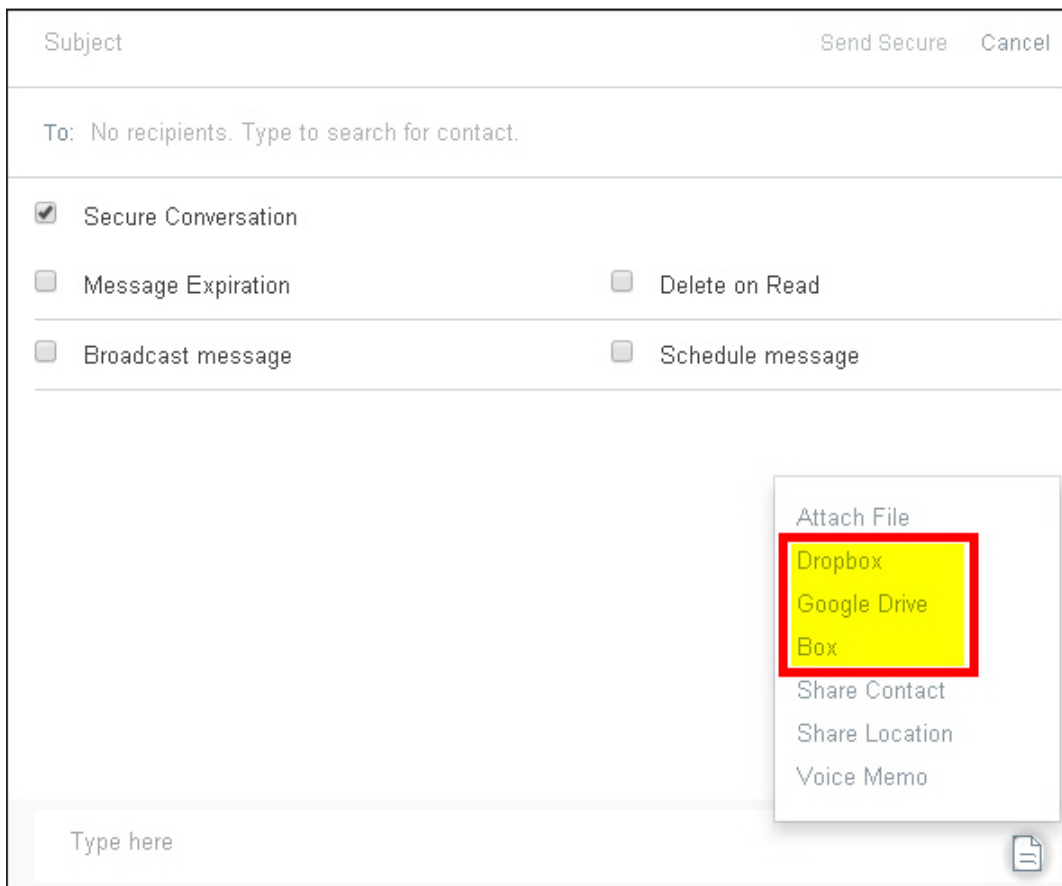


Figure 48. Cloud Service Options

5. After selecting a cloud service, you will need to log in to your account.
6. The first time you log in to the cloud service using the AT&T Business Notification Center, you will need to approve access to your account.



7. Select the file that you would like to share and then do one of the following:

- To send the file, click **Attach File**. The file will be attached to your conversation or message. The maximum file attachment size is 5 MB.
- To send a link to the file, click the **Share File** button. The link is pasted in your conversation or message.
- If desired, add text to use as a caption to your attachment. Please note that SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

Note: Users must be logged in to the application. Otherwise, they will be prompted to log in before proceeding.

Once the recipient receives the file, it can be downloaded to the recipient's computer. The recipient can then delete or forward the attachment. If a secure user receives a non-secure message with a file attachment, they can save it to their own cloud service account. Secure messages and attachments cannot be saved onto cloud services.



Managing Conversations

Deleting a Conversation

If the chat originator deletes a group conversation, the entire chat is terminated and the recipients will not be able to continue. The deleted chat will also disappear from the sender's view.

1. Select the conversation in the Messages list.
2. Click the **Delete** icon.

Note: If the chat originator deletes a group conversation, the entire chat is terminated and the recipients will not be able to continue.

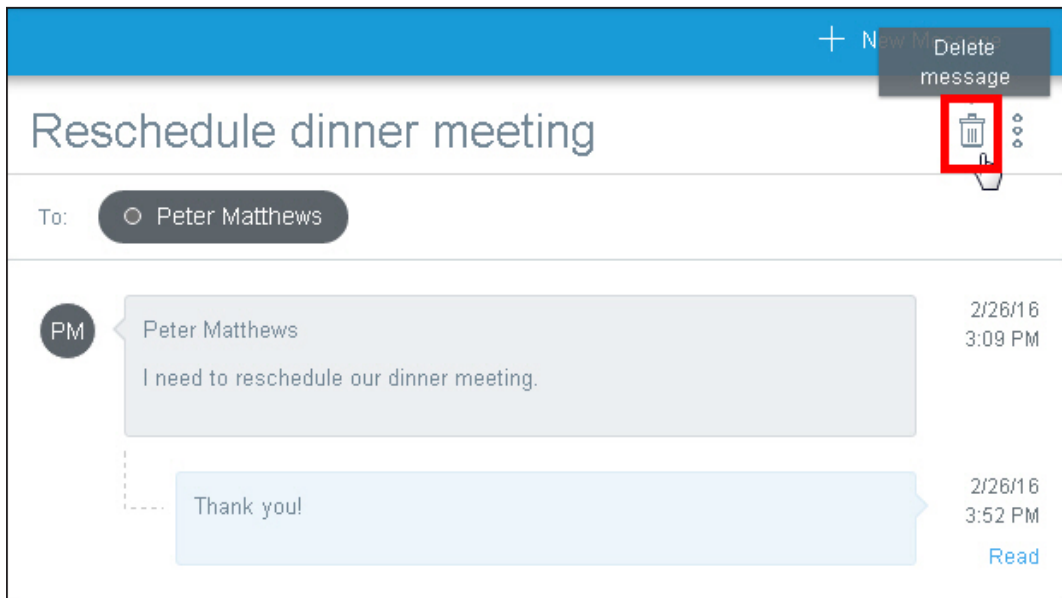


Figure 49. Delete a Conversation



Leaving a Conversation

1. Select the conversation in the Messages list.
2. Click **Leave conversation**.

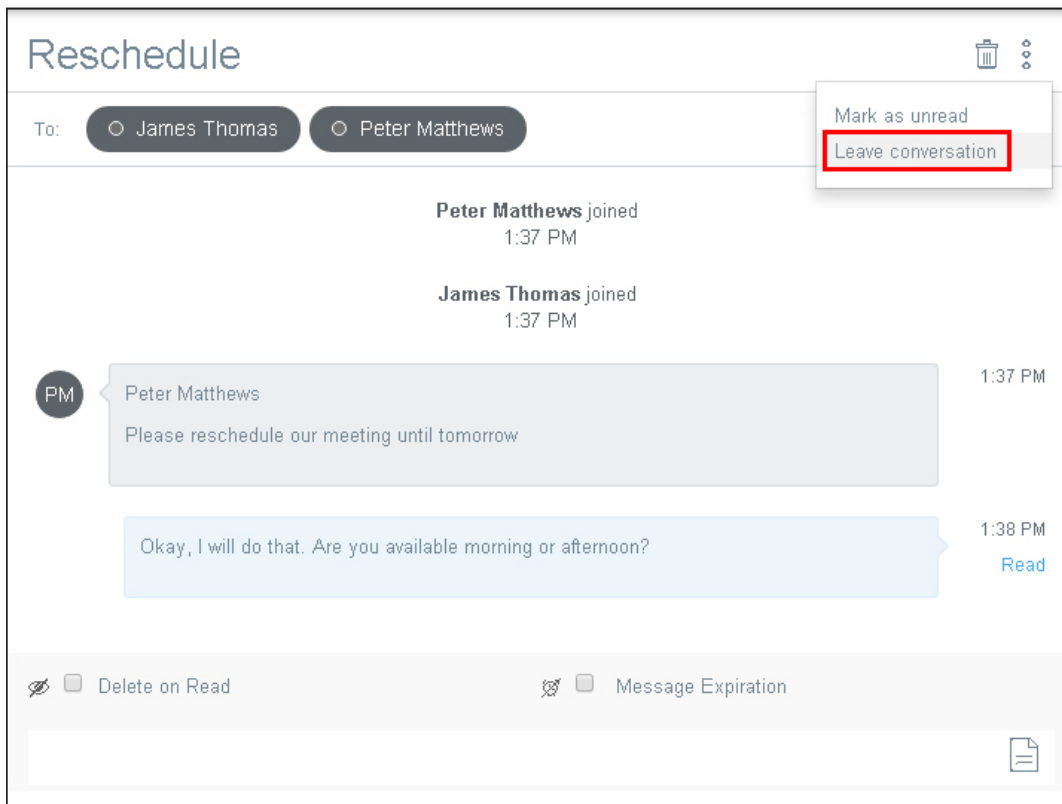


Figure 50. Leave a Conversation

Note: If you leave a conversation, the chat originator will be notified that you have exited the conversation.



Terminating a Conversation

If the chat originator terminates the conversation, the entire chat is terminated and the recipients will not be able to continue. Only the chat originator can terminate the conversation. The field for entering a text message disappears once the conversation has been terminated.

1. Select the conversation in the Messages list.
2. Click **Terminate**.

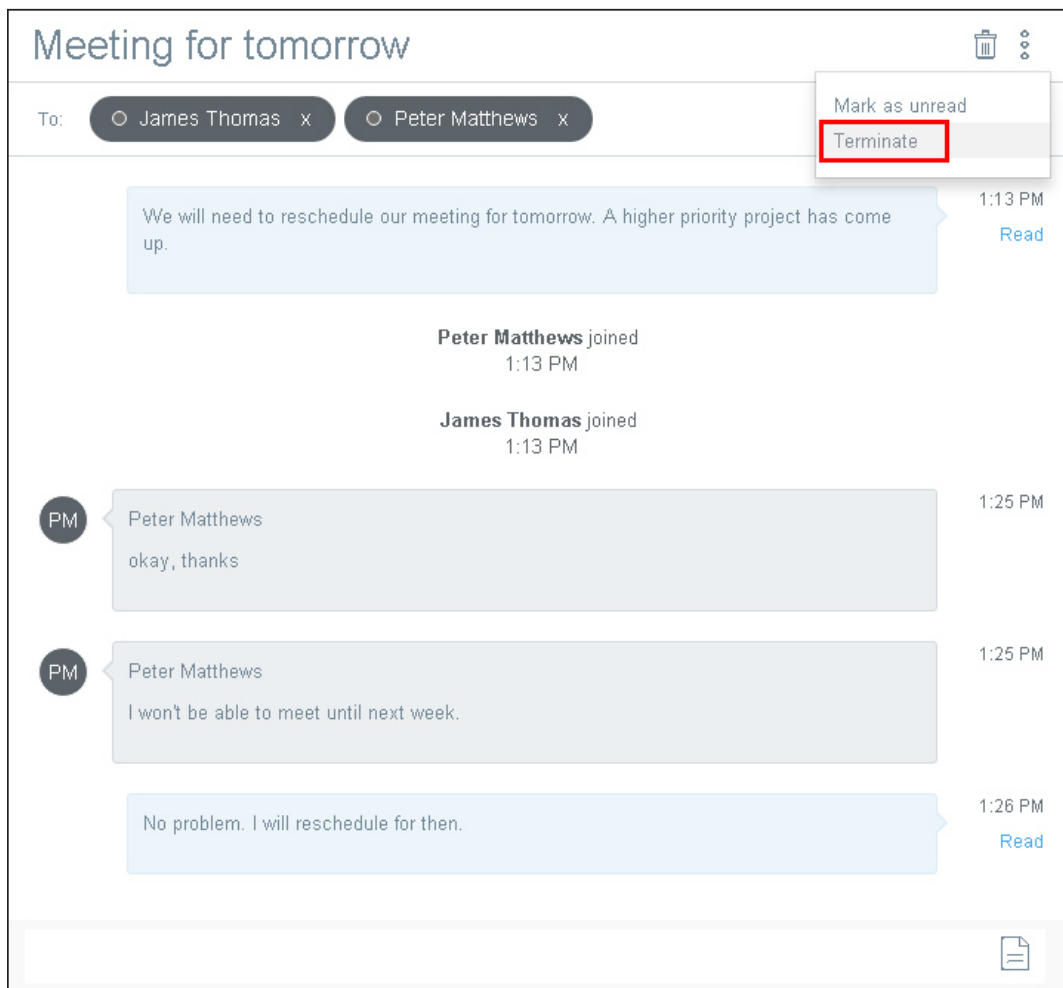


Figure 51. Terminate a Conversation

Note: The Terminate Conversation menu option only appears if you are the chat originator.



Adding Participants to a Conversation

Only the chat originator can add participants to the conversation. A 1:1 conversation can be changed to a group conversation by adding participants as needed. The Add Participant menu option only appears if you are the chat originator.

1. Open the appropriate conversation in the Messages list.
2. Enter the contact name to add in the “To” field, and then select the appropriate contact(s).

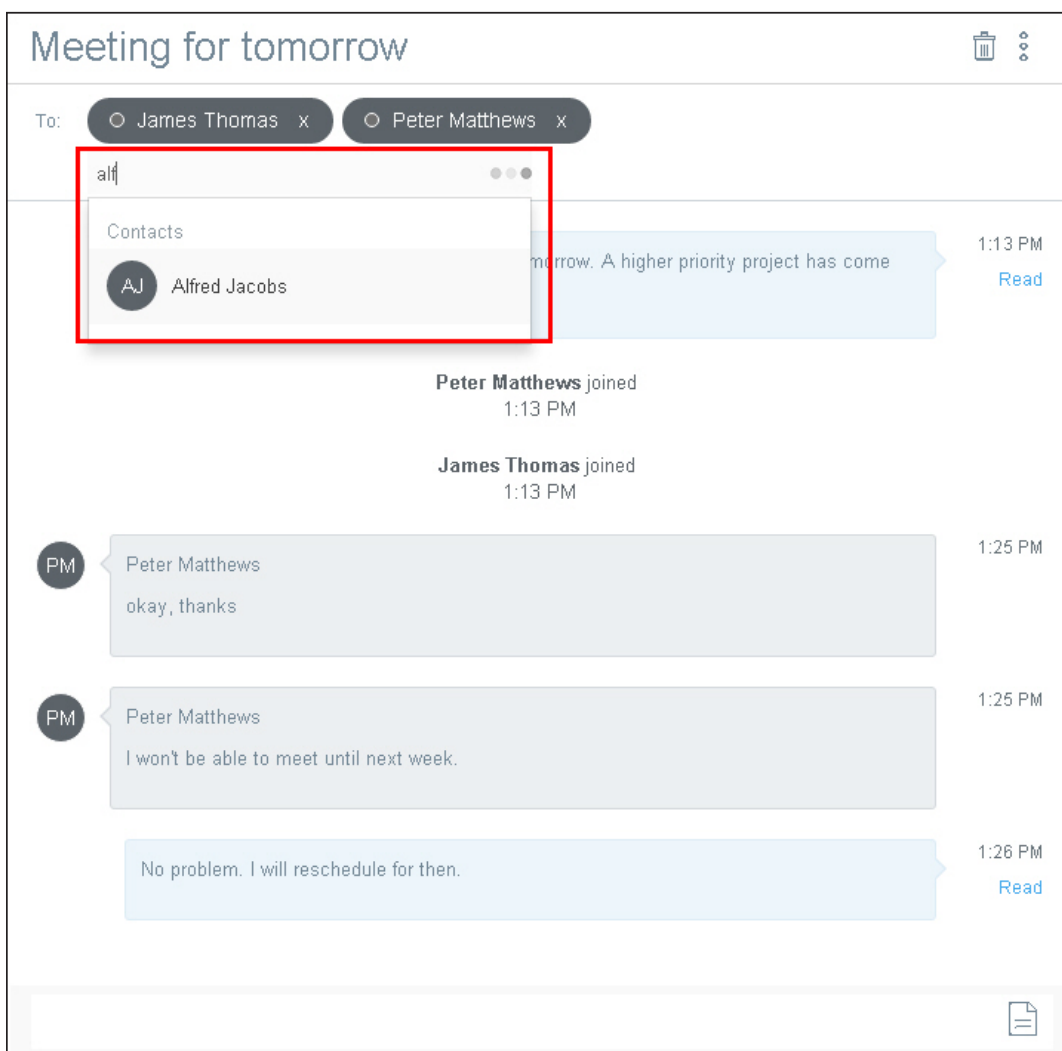


Figure 52. Add Participants to a Conversation



Removing Participants from a Conversation

Only the chat originator can remove participants from the conversation. The Remove Participant menu option only appears if you are the chat originator.

1. Open the appropriate conversation in the Messages list.
2. Click the **Delete** icon ✕ next to the appropriate contact(s).

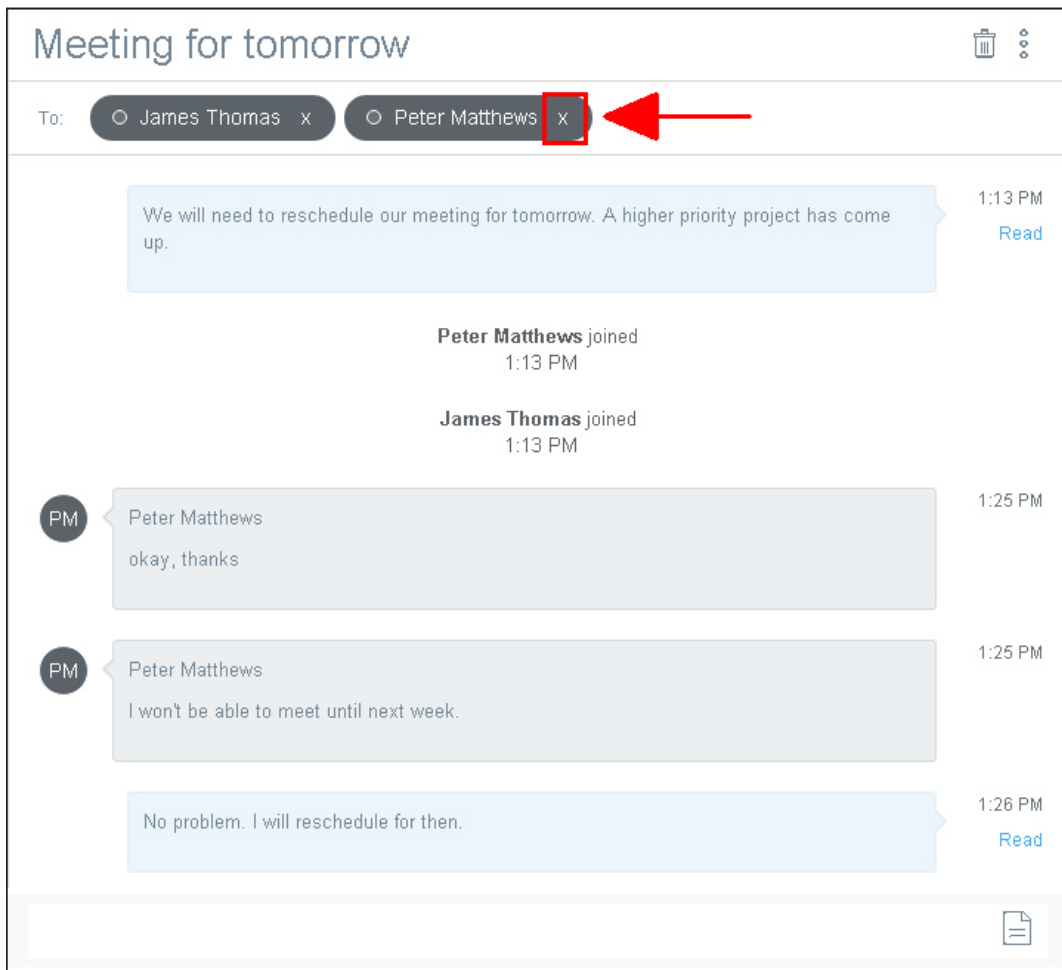


Figure 53. Remove Participants from a Conversation



Searching Messages

1. At the top of the screen, enter the conversation or part of the conversation you want to find.
2. A list of all messages, contacts and groups that contain the search criteria appears.

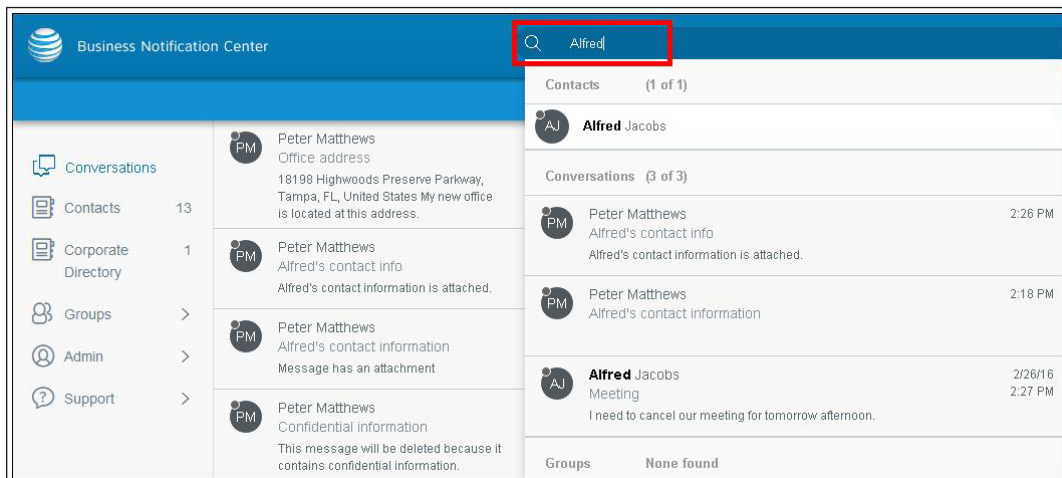


Figure 54. Search Messages



Using the Delivery Log

Accessing the Delivery Log

1. Select the appropriate group chat or broadcast message in the Messages list. This functionality does not apply to 1:1 conversations.
2. Select the **Menu Options** icon, and click the **See delivery log** option. The Delivery Log screen appears.



Figure 55. Menu Options Icon

Reschedule dinner meeting

To:

James Thomas

Mark Wilson

Peter Matthews

Message status

All messages were not delivered

Re-send non-delivered message

First message sent on -

Recipient	Status	Time
Mark Wilson	Not Delivered	-
Peter Matthews	Sent	February 26, 2016 3:51 PM
James Thomas	Not Delivered	-

Figure 56. Delivery Log Screen

**Table 2. Delivery Log Status**

Status	Description
Failed	Indicates that the message failed because the recipient is not a provisioned user of AT&T Business Messenger. This applies when the message is sent to only one recipient.
Not Delivered	Indicates that the message has been sent but the system is awaiting a delivery acknowledgment.
Not delivered: Non-secure user	Indicates that the secure message was not delivered because the recipient was a non-secure user. Non-secure users are any recipients who have not been provisioned for secure messaging.
Delivered	Indicates that the message was sent and a delivery acknowledgment has been received.
Unprovisioned	Indicates that the message was not sent because the recipient is not an AT&T Business Messenger customer.



Resend Non-Delivered Messages

On the Delivery Log screen, click the **Resend non-delivered messages** link. The message is sent to all recipients who did not receive the original message.

Reschedule dinner meeting

To:

James Thomas

Mark Wilson

Peter Matthews

Message status

All messages were not delivered

Re-send non-delivered messages

First message sent on -

Recipient	Status	Time
Mark Wilson	Not Delivered	-
Peter Matthews	Sent	February 26, 2016 3:51 PM
James Thomas	Not Delivered	-

Figure 57. Resend Non-Delivered Messages



Understanding the Message Status

The status of each message appears in the conversation bubble. The timestamp for the message also appears at the top of the conversation bubble.

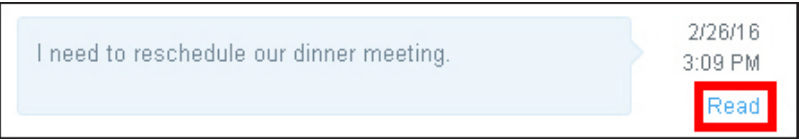



Figure 58. Message Status

Table 3. Available Message Statuses

Status	Description
Sent	Indicates that the message was sent successfully.
Failed	Indicates that the message failed in sending. If the message fails, a red warning message also appears on the screen. 
Delivered	Indicates that the message was successfully delivered to the recipient(s).
Read	Indicates that the message has been read by the recipient(s).



Receiving Messages from Various Protocols

Users can receive messages from all supported protocols on the platform, including:

- SNPP (Simple Network Paging Protocol)
- WCTP (Wireless Communications Transfer Protocol)
- TAP (Telelocator Alphanumeric Protocol)
- SMTP (Simple Mail Transfer Protocol)

The messages will be delivered to the application based on your user profile configuration. For example, if the profile is set to:

- SMS: The user will receive a message through SMS channel to their native text client.
- IP: The user will receive the message through IP to their IP Messaging client.

Receiving Messages via Email

If a message is received via email, the email address appears instead of the short code. Replies to two-way messages appear as part of the same conversation. Replies to one-way messages are not allowed.

Email users can attach up to three separate attachments in a message, but the size of each attachment cannot exceed 5 MB. Any replies can include only one attachment that does not exceed 5 MB. Messages received from emails cannot be forwarded.



Synchronizing Messages

Messages are automatically synchronized with the IP Messaging client, including:

- 1:1 messages
- Group chats
- Broadcast messages
- All scheduled messages
- Messages set with an expiration date
- Messages set to delete after being viewed by the recipient

Note: Synchronization only occurs if the IP Messaging client is installed on a supported mobile device.



3. Contacts and Groups

This chapter describes how to manage contacts and groups in the application and contains the following sections:

- [Accessing the Contacts List \(page 70\)](#)
- [Managing Contacts \(page 71\)](#)
- [Corporate Directory \(page 77\)](#)
- [Managing Groups \(page 81\)](#)
- [Importing Contacts or Groups \(page 88\)](#)
- [Exporting Contacts \(page 90\)](#)
- [Synchronizing Contacts and Groups \(page 91\)](#)
- [Searching Contacts and Groups \(page 92\)](#)



Accessing the Contacts List

1. Select the **Contacts** option from the menu on the left side of the screen.

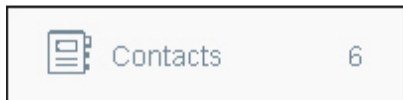


Figure 59. Contacts Option

2. The Contacts screen opens.

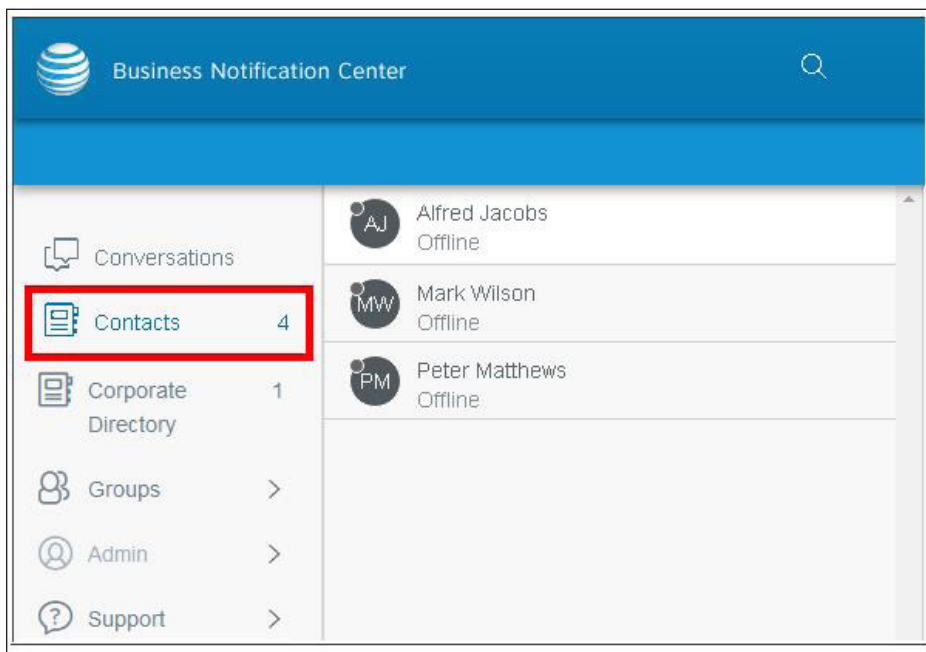


Figure 60. Contacts Screen



Managing Contacts

Adding a New Contact

1. On the Contacts screen, click + **Add Contact** button. The New Contact screen opens.

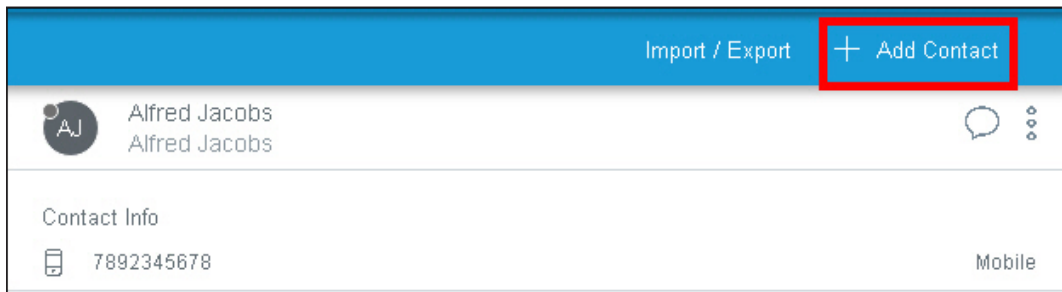


Figure 61. Add a New Contact

2. Enter the contact's name.
3. Enter the contact information.

Note: Phone numbers should be added without formatting.


4. Click **Save**. The new contact appears in the Contacts list. The application is limited to 20,000 contacts.

Note: Required fields are indicated with an  icon.

Note: If the new contact does not have a mobile number (data-capable tablet user), enter the email address. The system searches for matching users and adds the system-generated mobile number if it locates a matching entry. If the system does not locate a matching entry, a “user not found” message appears.



[Import / Export](#) [+ Add Contact](#)

 **New Contact** [Save](#) [Cancel](#)

Contact Info

First Name *

Last Name *

Alias

Organization

Mobile *

Email

Address

Notes

Figure 62. New Contact Screen



Viewing a Contact's User Profile

Select the appropriate contact in the Contacts list. The contact's user profile appears in the right panel of the screen.

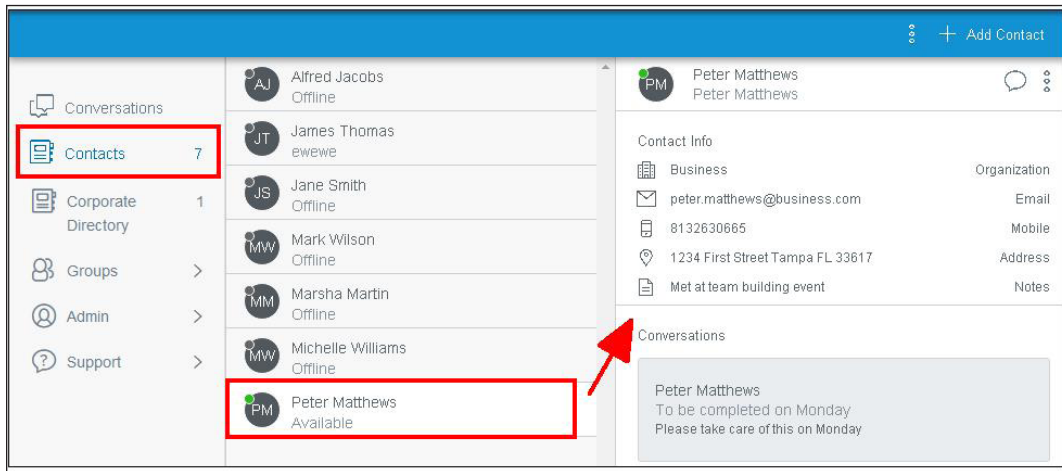





Figure 63. User Profile Screen

Table 4. User Profile Screen Icons


Item		Description
Import/Export		Synchronize your contacts with the mobile application. See <i>Importing Contacts or Groups</i> (page 88) or <i>Exporting Contacts</i> (page 90) for more information.
Send Message		Send a 1:1 message to the contact. See <i>Sending 1:1 Messages to Contacts</i> (page 33) for more information.
Options		<ul style="list-style-type: none"> Add to Group: Add the contact to an existing group. See <i>Adding Contacts to an Existing Group</i> (page 86) for more information. Edit: Edit the contact's profile. See <i>Editing a Contact</i> (page 75) for more information. Delete Contact: Delete the contact. See <i>Deleting a Contact</i> (page 76) for more information.
Presence		The small circle in the upper left-hand corner of the user icon indicates the current availability of the contact. Green indicates that the contact is available. See <i>Setting Current User Status (Presence)</i> (page 102) for more information.
Business		The company or business organization for the contact.
Email Address		The email address for the contact. (This value is required for data-capable tablet users).

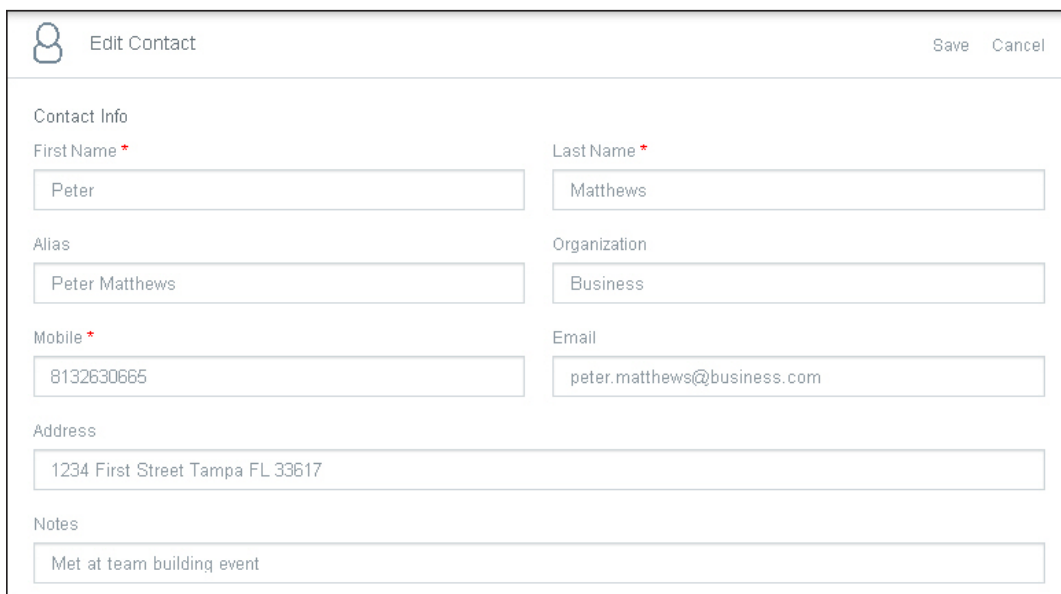



Item		Description
Mobile Number		The mobile phone number for the contact.
Address		The mailing address for the contact.
Notes		Additional notes about the contact.



Editing a Contact

1. Select the contact in the Contacts list. The selected contact appears in the right panel of the screen.
2. Select **Options**, and then **Edit**. The Edit Contact screen appears.
3. Enter the appropriate edits. Required fields are indicated with an  icon.
4. Click **Save**.



 Edit Contact Save Cancel

Contact Info

First Name * Last Name *

Alias Organization

Mobile * Email

Address

Notes

Figure 64. Edit Contact Screen

Note: If the new contact does not have a mobile number (data-capable tablet user), enter the email address. The system searches for matching users and adds the system-generated mobile number if it locates a matching entry.



Deleting a Contact

1. Select the contact in the Contacts list. The selected contact appears in the right panel of the screen.
2. Select **Options**, and then **Delete**.
3. Verify that you want to delete the selected contact.

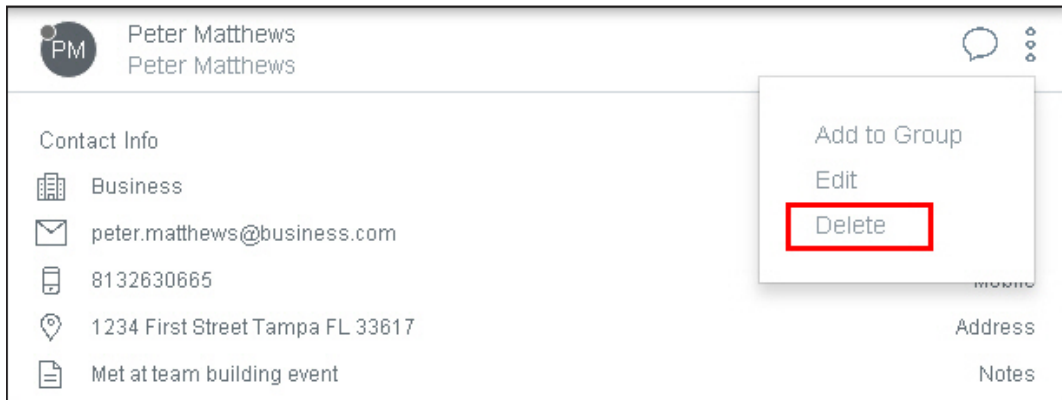


Figure 65. Delete a Contact



Corporate Directory

1. Select the **Corporate Directory** option from the menu on the left side of the screen.



Figure 66. Corporate Directory Option

2. The Corporate Directory screen opens and is populated with all the users in the enterprise.

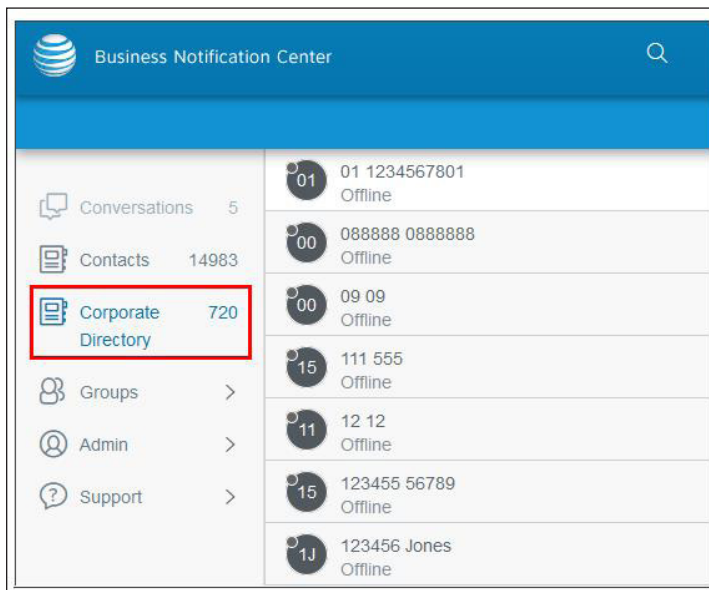


Figure 67. Corporate Directory View

Table 5. Corporate Directory Screen Icons

Item		Description
Send Message		Send a 1:1 message.
Options		<ul style="list-style-type: none"> • Add to Group: Add contact to group information. See <i>Adding a New Group</i> (page 81) for more information. • Add to Contact Address Book: Adds contact to Address book. See <i>Add to Contact Address Book</i> (page 78) for more information.

Notes:

- If the contact is in the Contacts folder as well as Corporate Directory folder, then the message view will show the contact from Corporate Directory view.
- If the user changes the first name and last name in the mobile app, or on the web interface, Corporate Directory for other users in the Enterprise will automatically update this information.



Add to Contact Address Book

1. Click the **Options** icon.
2. Select the **Add to Contact Address Book** option.
3. The following message appears:



Figure 68. Contact Addition Success



Accessing the Groups List

1. Select the **Groups** option from the menu on the left side of the screen.

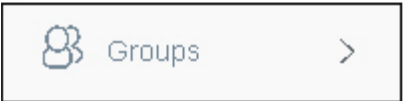


Figure 69. Groups Option

2. The Groups menu expands to show the list of available groups.
3. The selected group opens in the Groups screen.

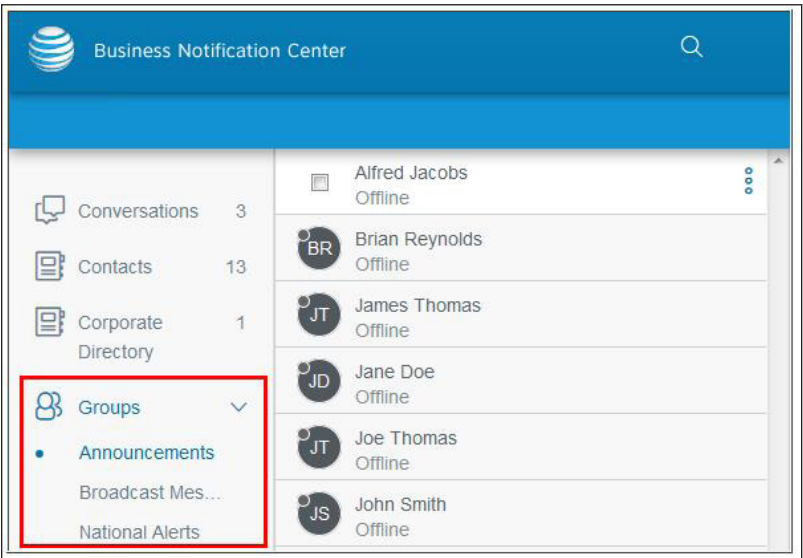








Figure 70. Groups Menu (Expanded)

Note: The selected group is indicated with an  icon.

Table 6. Groups Screen Icons

Item		Description
Import/Export		Synchronize your contacts with the mobile application. See <i>Importing Contacts or Groups</i> (page 88) or <i>Exporting Contacts</i> (page 90) for more information.
Send Message		Send a 1:1 message to the contact.
Options		<ul style="list-style-type: none">• Edit: Edit the group information. See <i>Editing a Group</i> (page 84) for more information.• Delete: Delete the group. See <i>Deleting a Group</i> (page 85) for more information.



Item		Description
Type		<ul style="list-style-type: none">• Private Group: A distribution list that a user creates and cannot be shared with others.•  Public Group: A distribution list that a user creates and can be shared with others.•  Existing Public Group (Shared): This group name must exactly match an existing public group name.
Members		The number of members in the group.
Created By		The user who created the group.



Managing Groups

Adding a New Group

1. On the **Groups** screen, click **+ New Group**. The New Group screen opens.
2. Select the contacts to add to the group by entering the names in the *Search to add contacts* field.
3. Select the group type. Available options include:
 - **Private:** A distribution list that a user creates and cannot be shared with others. The application is limited to 20 private groups.
 - **Public:** A distribution list that a user creates and can be shared with others. When a user gives the group name to others, the group becomes a shared public group and anyone who uses it can send a message to everyone in the group. The application is limited to 100 public groups.
 - **Existing Public Group (Shared):** This group name must exactly match an existing public group name. You may use the description box to further describe the group. Note that only the creator of the public group will be able to view or change the group recipient list and may do so at any time.
4. Enter the group name.
5. (optional) Enter a description of the group.
6. Click **Create Group**. The new group appears on the Groups tab.



Import / Export

+ New Group

Team Leads

Description

Create Group

Cancel

Peter Matthews x

Mark Wilson x

James Thomas x

Group Type

☒ Private

☐ Public

☐ Existing Public Group (Shared)

Team Leads

Enter Description

Figure 71. New Group Screen

Note: If you add an existing shared public group, the group name must match an existing public group name exactly.



Viewing a Group

Select the appropriate group in the Groups list. The group appears, including the contacts in the group.

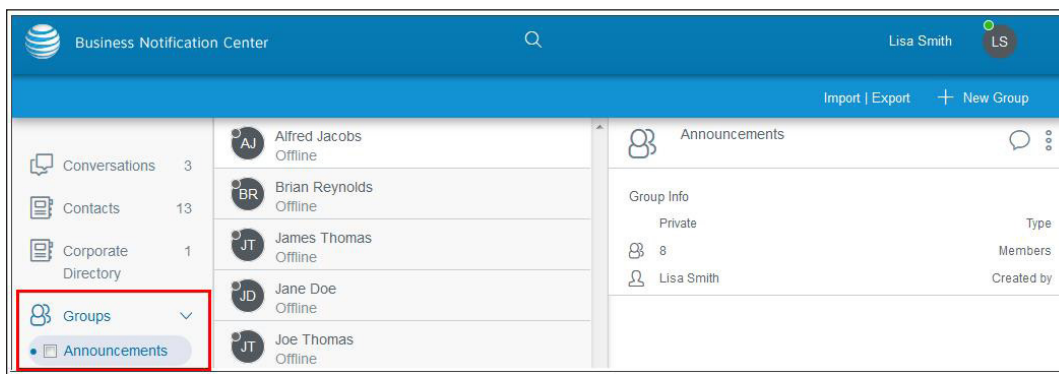


Figure 72. Group Info Screen



Editing a Group

1. Select the group in the Groups list. The selected group appears.
2. Select **Options**, and then **Edit**.
3. Complete the appropriate edits.
4. Click **Save Group**.

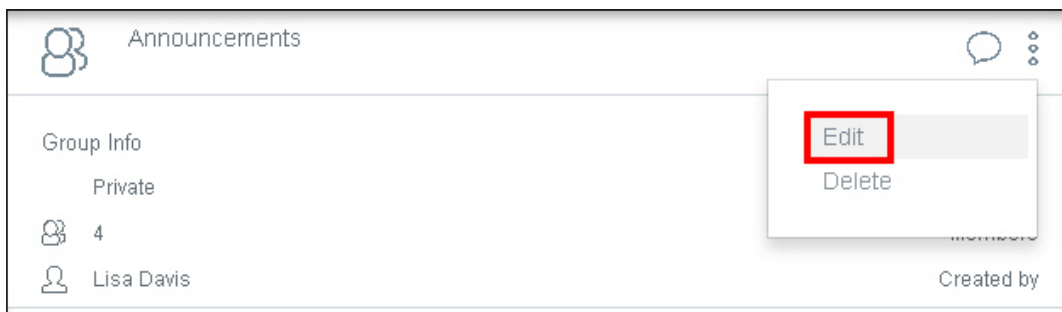


Figure 73. Edit Group Info

Note: Only the owner of a Shared Public Group can change the group recipient list and may do so at any time without notice.



Deleting a Group

1. Select the group in the Groups list. The selected group appears.
2. Select **Options**, and then **Delete Group**.
3. Verify that you want to delete the selected group.

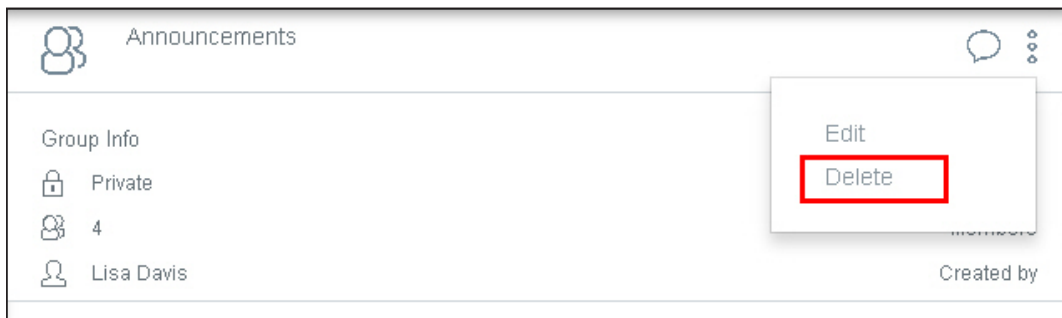


Figure 74. Delete a Group



Adding Contacts to an Existing Group

1. Select the contact in the Contacts list.
2. Select **Options**, and then **Add to Group**. The Groups list appears.
3. Select the group. A message appears confirming that the selected contact was added to the group.

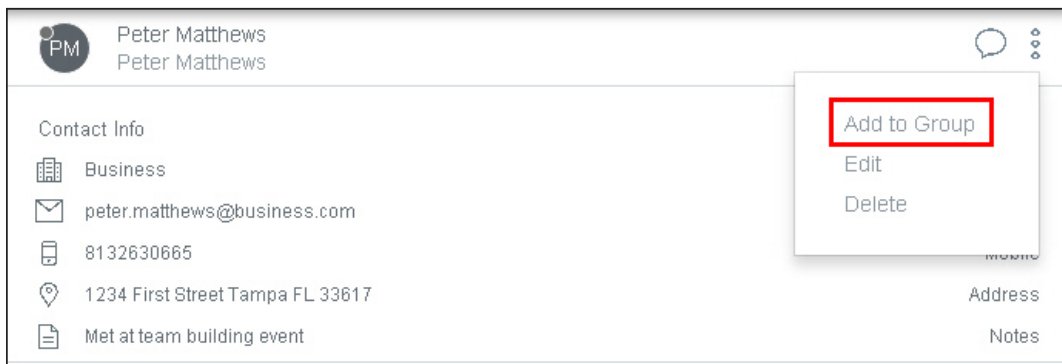


Figure 75. Add Contacts to Group



Deleting Contacts from a Group

1. Select the appropriate group in the Groups list. The group appears.
2. Select **Options** beside the appropriate contact in the list, and then **Remove**.

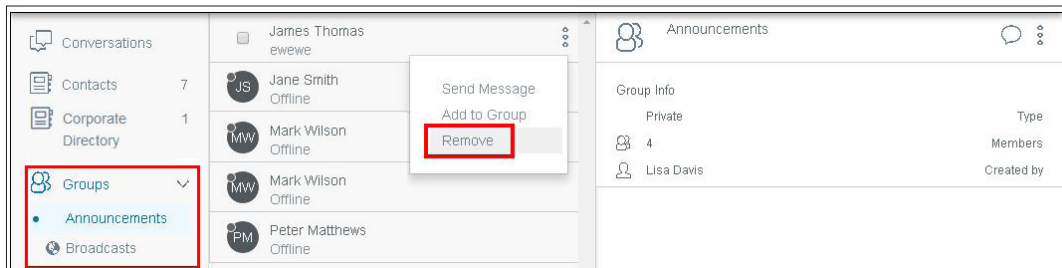


Figure 76. Delete Contacts from Group



Importing Contacts or Groups

1. On the Contacts or Groups screen, click the **Import/Export**. The Import/Export screen opens.
2. If you haven't already done so, download the template by clicking the **Please use this template to ensure correct format** link.
3. Complete the template using the guidelines outlined on the following page.
4. Click the **Choose file** button in the Import Contacts section.
5. Browse to the appropriate file directory and file that contains the list of pre-formatted contacts or groups.
6. Click the **Import** button.

Guidelines for Importing'. Below this text is a bulleted list: '1. Click the "Choose File" button below', '2. Select File Directory and File containing pre-formatted contacts', and '3. Click "Import" button'. There is a blue 'Choose file' button and the text 'No file chosen' next to it. Below the list is a note: '* Please use [this template](#) to ensure correct format.' At the bottom of the main content area is a blue button labeled 'View Last Upload Status'. In the bottom right corner of the screen is a blue button labeled 'Import'."/>

Figure 77. Import Contacts or Groups

Note: You must use the provided template to import your contacts or groups. This template is available by clicking the **Please use this template to ensure correct format** link on this page.



Guidelines for Importing Contacts

- A contact in the template that does not exist in your address book will be created when you import the template. The Username (Phone Number/Email Address) column is required. This field must be entered with the phone number for mobile device users and the email address for data-capable tablet users.
- A banner appears briefly to inform users that there has been a change to the template file. It appears the first time the user logs in after the template change.
- Private and public group columns in the template are optional, and can be removed.
- Private group columns with a prefix “private-” can be used to create new private groups and to manage private group membership.
- Public group columns with a prefix “public-” can be used to create new public groups and to manage public group membership.
- To create new private and public groups, replace the template group name examples with your private and public group name(s).
- A new group in the file without a prefix of “public-” or “private-” will be created as a private group.
- To add or remove contacts from existing private and public groups, replace the group name examples (without a prefix) in the template with your existing group name(s).
- For each contact in the group column, add either:
 - o **Yes:** This will add the new or existing contact to the group.
 - o **No:** This will remove an existing contact from the group or will not add a new contact to the group.
- Public group names cannot contain special characters and should only include upper and lower case letters from a-z and/or digits from 0 to 9.
- Private group names cannot start with a digit.
- Private Group Name, First Name, Last Name and Alias cannot contain special characters backslash “\” and comma “,”.



Exporting Contacts

1. On the Contacts or Groups screen, click **Import/Export**. The Import/Export screen opens.
2. Click the **Export** menu option on the left side of the screen.
3. Click the **Export** button. Contacts will be exported to a .csv formatted file.
4. Browse to the desired location on your computer.
5. Save the .csv file to the desired location.

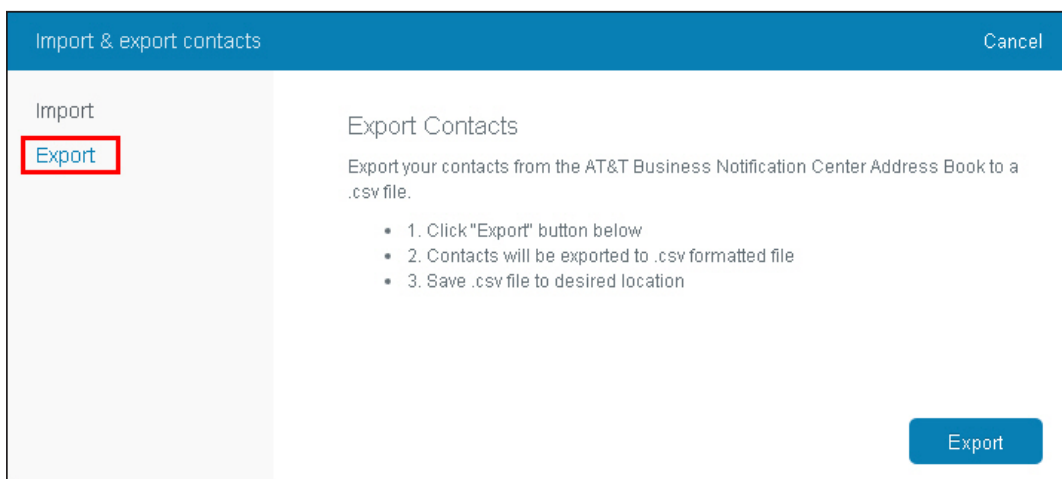


Figure 78. Export Contacts or Groups

Note: Only contacts can be exported; groups cannot be exported.



Synchronizing Contacts and Groups

Contacts are automatically synchronized with the IP Messaging client. These contacts are divided into three categories:

- Individual recipients
- Private groups
- Public groups

Contacts within private and public groups will also be synchronized as individual recipients.

Editing or deleting a contact or group will also synchronize with the IP Messaging client.

Note: Synchronization only occurs if the IP Messaging client is installed on a supported mobile device.



Searching Contacts and Groups

1. At the top of the screen, enter the name or part of the name of the contact or group you want to locate.
2. A list of all messages, contacts, and groups that contain the search criteria appears.

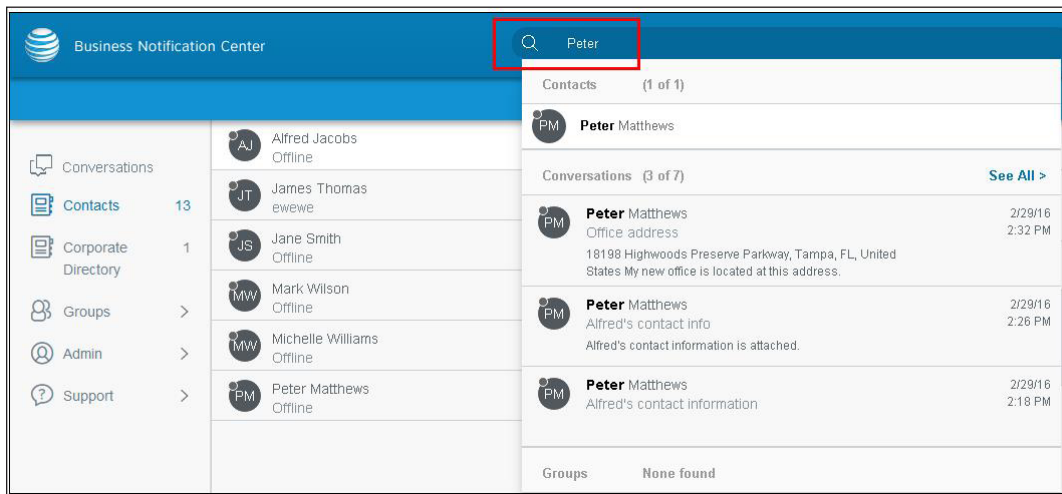


Figure 79. Search Contacts



4. Support

This chapter describes how to access customer support options in the application and contains the following sections:

- [Contacting Customer Support \(page 95\)](#)
- [Viewing Frequently Asked Questions \(page 96\)](#)
- [Submitting an SMTP Whitelist Request \(page 97\)](#)
- [Viewing the Status of a Whitelist Request \(page 98\)](#)



Accessing the Support Menu

1. Select the **Support** option from the menu on the left side of the screen.



Figure 80. Support Option

2. The Support menu expands to show the list of available options.
3. The selected group opens in the Groups screen.

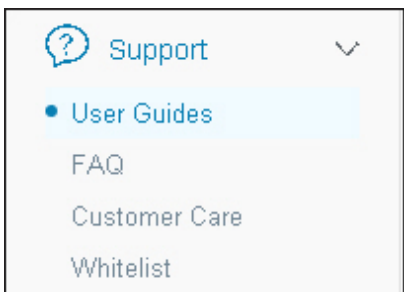


Figure 81. Support Menu (Expanded)

Note: The selected menu option is indicated with an  icon.

Table 7. Support Menu Options

Item	Description
User Guides	Access the user guides for the application, including the mobile application and Administrator guides.
FAQ	View the frequently asked questions for the application. See <i>Viewing Frequently Asked Questions</i> (page 96) for more information.
Customer Care	Complete a form and submit technical support requests for the AT&T Business Messaging Center. See <i>Contacting Customer Support</i> (page 95) for more information.
Whitelist	Complete a form to submit SPAM filter settings for the AT&T Business Notification Center or view the status of a request. See <i>Submitting an SMTP Whitelist Request</i> (page 97) and <i>Viewing the Status of a Whitelist Request</i> (page 98) for more information.



Contacting Customer Support

Complete the form described below to submit technical support requests for the AT&T Business Messaging Center. You will receive email follow-up within one business day.

1. Select the **Support** option from the menu on the left side of the screen.
2. When the Support menu expands, click **Customer Care**.
3. Complete all of the fields on the form.
4. Click **Submit Request**.

Customer Care [Submit Request](#) [Clear Form](#)

Contact Customer Support

Please use the form below to submit technical support requests for Business Messaging. You will receive email follow-up within one business day.

*My Phone Number (813) 555-1234

*Contact Name Lisa Davis

Company Name

E-Mail Address test@test.com

*Messaging Application used to Send Messages Business Notification Center

*Phone Numbers Affected

Figure 82. Contact Customer Support Screen

Note: Required fields are indicated with an * icon.



Viewing Frequently Asked Questions

1. Select the **Support** option from the menu on the left side of the screen.
2. When the Support menu expands, click **FAQ**.
3. Browse through the available questions and select the link to view the answers.

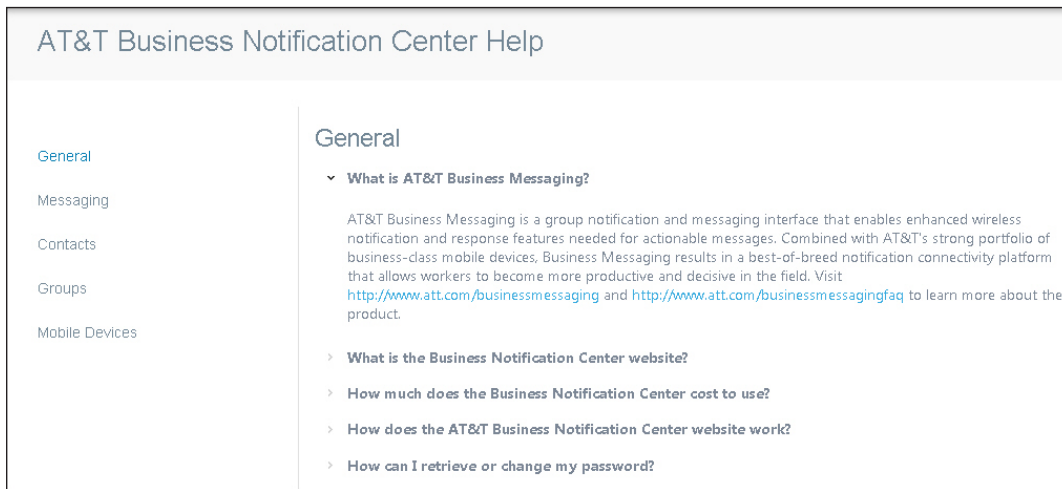


Figure 83. Frequently Asked Questions Screen



Submitting an SMTP Whitelist Request

Spam filters are a way to help prevent unwanted messages from reaching your company's devices by filtering unsolicited and unwanted SMTP (email) messages via the AT&T Business Notification Center. Spam filters are achieved by "white listing" each company domain name that is allowed to send messages to AT&T Business Notification Center subscribers. It is important to note that once implemented, if the SMTP messages are not sent from the company domain names that have already been added to the white list, those SMTP messages will not be delivered.

Complete the form described below to submit spam filter settings for the AT&T Business Notification Center. You will receive email follow-up within 72 hours. You will be prompted to reply to the request in order to confirm filter settings.

1. When the Support menu expands, click **Customer Care**.
2. Select the **Support** option from the menu on the left side of the screen.
3. Click **Whitelist**.
4. Complete all of the fields on the form.
5. Click **Submit Request**.

The screenshot shows a web form titled "Whitelist" with a "Submit Request" button and a "Clear Form" link. On the left, there is a sidebar with a link "Submit SMTP Whitelist Request" and a section "SMTP Whitelist Request Status". The main form area contains instructions: "Please use the form below to submit SPAM filter settings for the Business Messaging SMTP gateway. You will receive email follow-up within 72 hours. You will be prompted to reply to the request in order to confirm filter settings. [About Spam Filters](#)". Below the instructions are five required fields, each marked with a red asterisk: "My Phone Number" (with a pre-filled value of "(813) 555-1234"), "Contact Name" (with a pre-filled value of "Lisa Davis"), "Company Name", "E-Mail Address", and "Add domain or e-mail address to whitelist" (with a plus sign button). At the bottom, there are two sections: "Domains or email addresses to remove from whitelist" and "Current Whitelist".

Figure 84. Submit an SMTP Whitelist Request Screen

Note: Required fields are indicated with an icon.



Viewing the Status of a Whitelist Request

1. Select the **Support** option from the menu on the left side of the screen.
2. When the Support menu expands, click **Whitelist**.
3. Click **SMTP Whitelist Request Status**. Domains or email addresses currently on the whitelist are available on the left. Your request history, including your pending and completed requests, is available on the right.

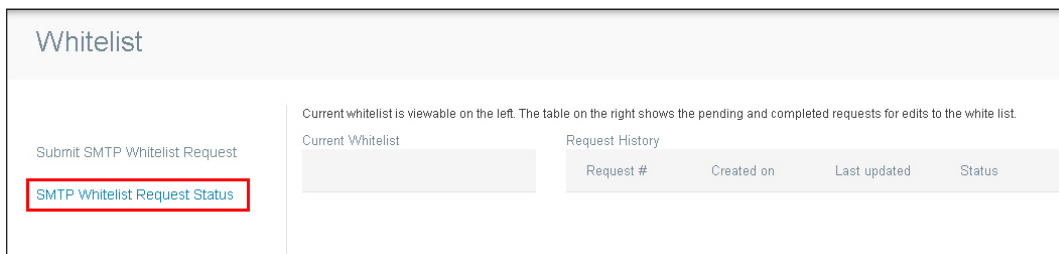


Figure 85. View the Status of a Whitelist Request



5. Preferences

This chapter describes how to set user preferences in the application and contains the following sections:

- [Accessing User Preferences \(page 100\)](#)
- [Setting Current User Status \(Presence\) \(page 102\)](#)
- [Changing Your User Password \(page 104\)](#)
- [Setting Message Defaults \(page 106\)](#)



Accessing User Preferences

1. At the top right-hand corner of the screen, click the icon for your user ID.

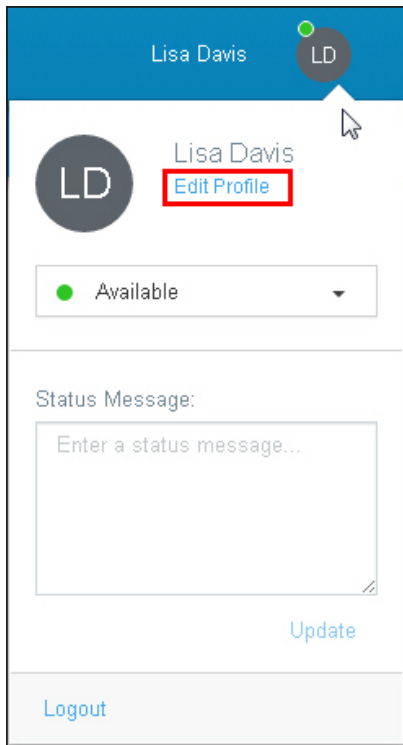

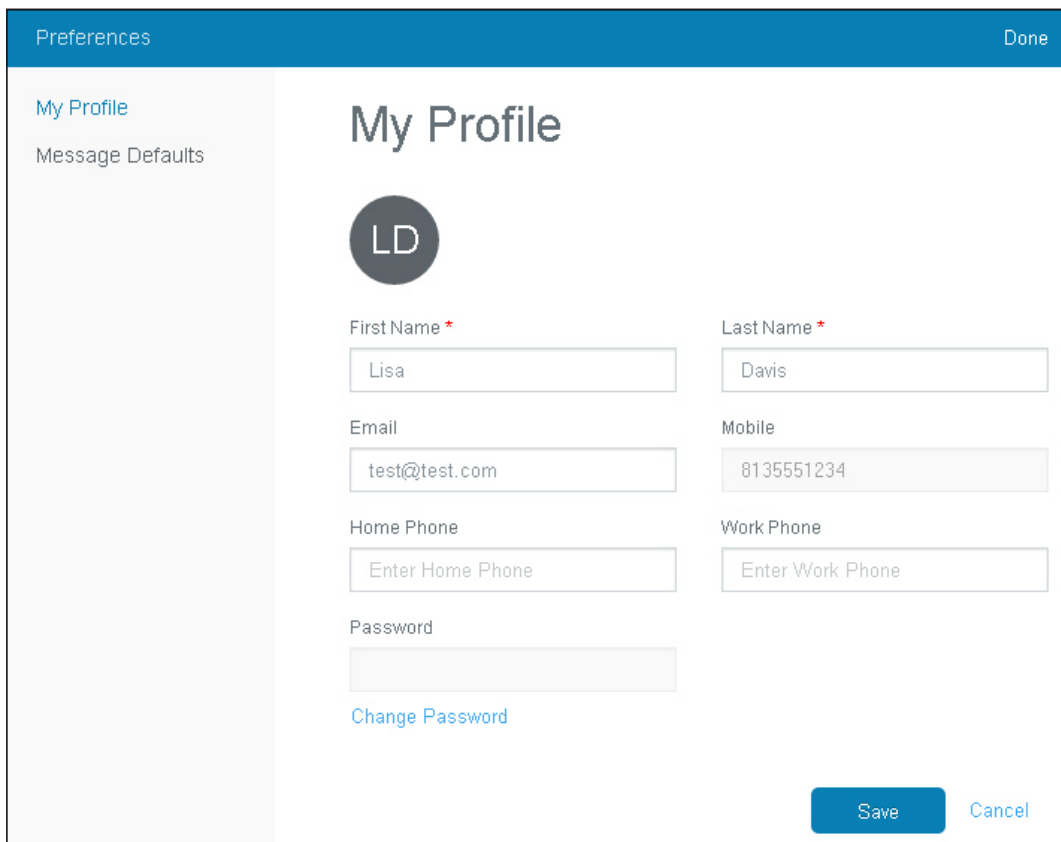


Figure 86. Preferences Screen



Updating Your User Profile

1. At the top right-hand corner of the screen, click the icon for your user ID.
2. Select **Edit Profile** at the top of the panel that appears.
3. Make the appropriate edits. Required fields are indicated with an  icon.
4. Click the **Save** button to save your changes.



The screenshot shows a mobile application interface for updating a user profile. At the top is a blue header bar with the word "Preferences" on the left and a "Done" button on the right. Below the header, on the left, is a vertical sidebar with two options: "My Profile" (highlighted in blue) and "Message Defaults". The main content area is titled "My Profile" and features a circular profile picture placeholder with the letters "LD". Below the profile picture are several form fields arranged in two columns. The first column contains "First Name" (with a red star icon), "Email", "Home Phone", and "Password". The second column contains "Last Name" (with a red star icon), "Mobile", and "Work Phone". Each field has a corresponding text input box. The "First Name" field contains "Lisa", and the "Last Name" field contains "Davis". The "Email" field contains "test@test.com". The "Mobile" field contains "8135551234". The "Home Phone" and "Work Phone" fields contain the placeholder text "Enter Home Phone" and "Enter Work Phone" respectively. Below the "Password" field is a blue link that says "Change Password". At the bottom right of the form are two buttons: a blue "Save" button and a grey "Cancel" button.

Figure 87. Update Your User Profile



Setting Current User Status (Presence)

1. In the top right corner of the screen, click the icon for your user ID.
2. Select and update your status from the panel that appears. Available options include:
 - Available
 - Away
 - Busy
 - Do Not Disturb
 - Be Right Back

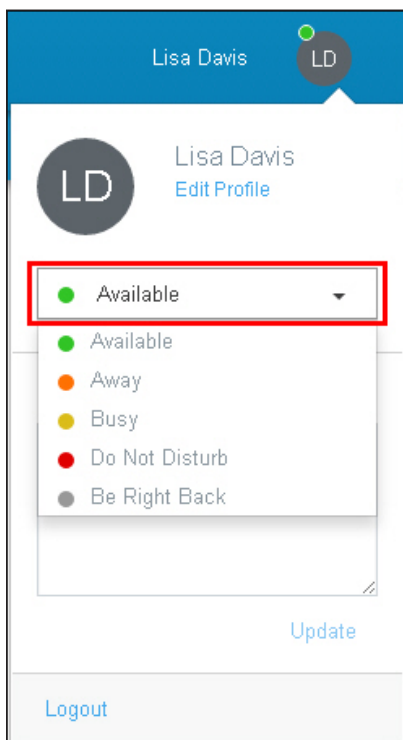


Figure 88. Select a Status Message



Setting a Custom Status Message

1. At the top right-hand corner of the screen, click the icon for your user ID.
2. Enter a custom status in the “**Status Message**” field.

The screenshot shows the user profile interface for Lisa Davis. At the top, there's a blue header with the name 'Lisa Davis' and a circular profile icon with 'LD' and a green status indicator. Below this, the name 'Lisa Davis' is repeated next to a larger 'LD' icon, with an 'Edit Profile' link. A status dropdown menu shows 'Available' with a green dot. The 'Status Message' section is highlighted with a red box; it contains a text input field with the message 'Working on some cool stuff right now' and a larger text area below it. An 'Update' button is positioned to the right of the text area. At the bottom of the screen is a 'Logout' button.

Figure 89. Set a Custom Status Message



Changing Your User Password

Your password will need to be changed periodically, depending on the interval that your Administrator has set. All fields on the Change Password screen are required.

1. At the top right-hand corner of the screen, click the icon for your user ID.
2. Select **Edit Profile** at the top of the panel that appears.
3. On the Preferences screen, select **Change Password**.
4. On the Change Password screen, enter the current password.
5. Enter the new password. Please refer to the password complexity requirements below.
6. Retype the new password.
7. Click **Save**.

The screenshot shows the 'Change Password' screen within the 'Preferences' section of an app. The interface includes a blue header with 'Preferences' and a 'Done' button. A sidebar on the left lists 'My Profile' and 'Message Defaults'. The main content area is titled 'Change Password' and features a 'Password Requirements' section. Below this, there are three required input fields: 'Current password *', 'New password *', and 'Re-type new password *'. At the bottom right, there are 'Save' and 'Back' buttons.

Figure 90. Change Password Screen



Password Complexity

- Passwords must contain at least one uppercase letter.
- Passwords must contain at least one lowercase letter.
- Passwords must contain at least one numeric character.
- Passwords must contain at least one special character.
- Passwords must not match one of the five previous passwords.
- Passwords must not contain more than two sequential numbers or letters.
- Passwords must be at least eight characters long.
- Passwords must not match the User ID.

Note: To view password requirements within the application, select **Password Requirements** on the Change Password screen.



Setting Message Defaults

Setting the Default Message Expiration

Secure users can set the default interval for messages to expire. Expired messages will be deleted from the sender's view, recipient's view, and the server.

The value that appears for this field applies to all messages unless a change is made. Any changes made from within a conversation as described on page 44 or on this screen will be applicable to future messages.

For example, if the Message Defaults setting on the Preferences screen is set to five days, the Compose Message screen automatically sets a message expiration of five days.

1. In the top right corner of the screen, click the icon for your user ID.
2. Select **Edit Profile** at the top of the panel that appears.
3. On the Preferences screen, select the **Message Defaults** option on the left.
4. On the Message Defaults screen, select the appropriate option.

The screenshot displays the 'Message Defaults' settings screen. On the left, a sidebar lists 'My Profile' and 'Message Defaults' (highlighted in blue). The main content area has a title 'Message Defaults'. Under 'Message Expiration', there are two radio button options: 'Never Expire' and 'Expires in: 35 Minutes' (which is selected). Below these is a horizontal slider bar with a white circle indicating the current setting. The slider is labeled '5 Minutes' on the left and '30 Days' on the right. Below the slider, there is a 'Delete on Read' section with a description: 'Setting Delete on Read will delete the messages in 5 minutes when recipient views it.' There are two radio button options: 'On' and 'Off' (which is selected). At the bottom right of the screen, there are two buttons: 'Save' and 'Cancel'.

Figure 91. Default Message Expiration



5. Select the time the message should expire by moving the slider to the desired option:

- Never expire (separate option)
- Five-minute intervals up to one hour
- One-hour intervals up to 24 hours (one day)
- One-day intervals up to 30 days

6. Click **Save**.



Setting the Default for a Message to Delete after Viewing

Secure users can set a message to delete after being viewed by the recipient. If a deletion is set, the message will be deleted from the recipient's view within five minutes of the recipient opening the message. The message remains in the sender's view.

The value that appears for this field applies to all messages unless a change is made. Any changes made from within a conversation as described on page 46 or on this screen will be applicable to future messages.

1. In the top right corner of the screen, click the icon for your user ID.
2. Select **Edit Profile** at the top of the panel that appears.
3. On the Preferences screen, select the **Message Defaults** option on the left.
4. On the Message Defaults screen, select the option to activate the **Delete After Viewing** option as the default.

Figure 92. Preferred Message Deletion Setting

5. Click **Save**.



6. Error Messages

This chapter describes the error messages that may appear on the AT&T Business Notification Center (BNC) platform.

Table 8. Error Messages

Error Message	Description
%s are not a mobile app users, %s are Unprovisioned users, %s are non-secure users and can't participate in the group chat.	<p>A user attempted to add a non-secure user to a secure group chat that is already in progress. "%s" indicates the name or MDN of the non-secure user.</p> <p>Non-secure users cannot be added to secure group chats. Delete the non-secure user from the group chat.</p>
%s is not a mobile app user, %s is Unprovisioned user, %s is non-secure user and can't participate in the group chat.	<p>A user attempted to add a non-secure user to a secure group chat that is already in progress. "%s" indicates the name or MDN of the non-secure user.</p> <p>Non-secure users cannot be added to secure group chats. Delete the non-secure user from the group chat.</p>
%s is not a secure user and can't participate in the secure chat.	<p>A user attempted to add a non-secure user to a secure group chat that is already in progress. "%s" indicates the name or MDN of the non-secure user.</p> <p>Non-secure users cannot be added to secure group chats. Delete the non-secure user from the group chat.</p>
Audio recording is not supported.	<p>Indicates that audio recording is not supported by the browser.</p> <p>Upgrade to the latest browser version or use the latest version of a different supported browser.</p>
Authorization pop-up window is blocked. Please allow it and try again.	<p>This happens when a browser's pop-up is blocked.</p> <p>The user should unblock showing the pop-up window in the browser settings.</p>
Contact already exists in the group.	<p>User attempted to add a duplicate of an existing user to a group.</p> <p>Cancel adding the contact or select a different user to add to the group.</p>
Create Group: participants list is empty, add at least one participant to create group.	<p>User attempted to create a group without adding any contacts. There must be at least one contact included in the group.</p> <p>Select contacts to add to the group.</p>
Current password does not match the record. Please modify Current Password field.	<p>While changing the password, the user entered an incorrect password in the Current Password field.</p> <p>Enter the correct password in the Current Password field.</p>



Error Message	Description
Error reading your microphone.	<p>Indicates that the user attempted to record new audio but the browser encountered an error reading the microphone. Verify that the microphone is working properly with your browser.</p> <p>Verify that the microphone is working properly with your browser.</p>
Invalid confirmation number.	<p>Indicates that the user has entered an invalid confirmation number.</p> <p>Enter a valid eight-character confirmation number.</p>
Maximum group name length of 40 characters exceeded.	<p>Group name exceeded the maximum length of characters allowed. Group names cannot exceed 40 characters.</p> <p>Create a group name using no more than 40 characters.</p>
Messaging service not available.	<p>Indicates that the service is not currently available.</p> <p>This is a network or server issue. The user should try again later.</p>
Minimum password requirements not met.	<p>While changing the password, the new password did not meet the password complexity requirements.</p> <p>Enter a new password, and ensure that the new password meets the password complexity requirements described on page 105.</p>
Password can't be shorter than eight characters.	<p>New password did not meet the minimum length of eight digits.</p> <p>Enter a new password using a minimum of eight digits.</p>
Passwords don't match.	<p>While changing the password, the values entered in the New Password and Retype Password fields do not match.</p> <p>Enter the new password and confirm the password, ensuring that these values match.</p>
Please enter eight-digit confirmation number.	<p>Indicates that the user has not entered the eight-character confirmation number.</p> <p>Enter the eight-character confirmation number.</p>
Please enter 10-digit mobile number.	<p>User attempted to create a new contact without providing a mobile number. This field cannot be blank.</p> <p>Enter a mobile number for the contact.</p>
Please enter 10-digit wireless number.	<p>User attempted to log in to the application without providing a wireless number.</p> <p>Enter a wireless number on the Login screen.</p>
Please enter a valid email address.	<p>User didn't provide a valid email address when completing the registration form.</p> <p>Enter a valid email address in the registration form.</p>



Error Message	Description
Please enter First Name.	User attempted to create a new contact without entering a value in the First Name field. This field cannot be blank. Enter text in the First Name field.
Please enter Group Name.	User attempted to create a group without entering a group name. This field cannot be blank. Enter a group name for the new group.
Please enter Last Name.	User attempted to create a new contact without entering a value in the Last Name field. This field cannot be blank. Enter text in the Last Name field.
Please enter password.	User either didn't provide a password or entered an incorrect password on the Login screen. Enter the correct password on the Login screen.
Please select at least one contact to delete.	User attempted to delete a contact without selecting a contact. Select the contact to delete prior to selecting the Delete command.
Please select at least one group to delete.	User attempted to delete a group without selecting a group. Select the group to delete prior to selecting the Delete command.
Please share your microphone.	Indicates that the user attempted to record new audio but the microphone is not working with the browser. Verify that the microphone is working properly with your browser.
Please specify at least one participant to the group.	User attempted to create a group without adding any contacts. There must be at least one contact included in the group. Select contacts to add to the group.
Recording from microphone is not supported by your browser.	Indicates that the microphone is not supported by the browser. Upgrade to the latest browser version or use the latest version of a different supported browser.
The password was used recently. Please use a different password.	Indicates that the user has entered a password that matches one of the previous five passwords used. Enter a password that does not match one of the previous five passwords used.
The wireless number or password entered is incorrect. Please try again.	User didn't provide the correct wireless number and password on the Login screen. Enter the correct wireless number and password on the Login screen.



Error Message	Description
This is not a secure user and can't participate in the secure chat.	<p>A user attempted to add a non-secure user to a secure conversation.</p> <p>Non-secure users cannot be added to secure conversations. Delete the non-secure user from the conversation.</p>
Unauthorized user!	<p>An unauthorized user attempted to log in to the application.</p> <p>Complete a registration form to become an authorized user.</p>
User is not provisioned for Secure Msg.	
Username and Password cannot be empty.	<p>User either didn't provide a wireless number or entered an incorrect wireless number on the Login screen.</p> <p>Enter the correct wireless number on the Login screen.</p>
Username and Password cannot be empty.	<p>User attempted to log in to the application without providing a wireless number and password.</p> <p>Enter the correct wireless number and password.</p>
You have more files in your cloud account. Please use the search field to find the file you want.	<p>This occurs when there are more than 100 files.</p> <p>The user should use the search criteria to find the file.</p>
Your current recording will be replaced.	<p>Indicates that the user attempted to record a voice memo when there is already a recorded memo attached to the message they are sending.</p> <p>The user can either re-record another voice memo and replace the existing attachment or cancel and continue with the current voice memo attachment.</p>



7. File Types

This chapter lists both supported and unsupported file types for message attachments.

All files types are supported, except those listed in the table below.

Only one attachment is allowed per message. The maximum file size for each attachment is 5 MB.

Note: Email users can attach up to three separate attachments in a message, but the size of each attachment cannot exceed 5 MB. Any replies can include only one attachment that does not exceed 5 MB.

Table 9. Unsupported File Types

Extension	File Type
.ade	Microsoft Access project extension
.adp	Microsoft Access project
.ani	<i>Animated Windows Cursor <image001.png>(2007-04-04)</i>
.apk	<i>Android App installer</i>
.app	<i>Application file</i>
.appx	<i>Windows 8 App Package</i>
.asp	<i>Active Server Page</i>
.asx	<i>Windows Media Audio / Video</i>
.avi	<i>Audio Video Interleave File</i>
.bas	<i>Microsoft Visual Basic class module</i>
.bat	<i>Batch file</i>
.cab	<i>Microsoft compressed files</i>
.ceo	
.chm	<i>Compiled HTML Help file</i>
.class	<i>Java class file</i>
.cls	<i>ArcMap</i>
.cmd	<i>Microsoft Windows NT Command Script</i>
.com	<i>Microsoft MS-DOS program</i>
.cpl	<i>Control Panel extension</i>
.crt	<i>Security certificate</i>
.csh	<i>Unix shell script</i>
.dll	<i>Windows dynamic link library</i>



Extension	File Type
.eml	MS Outlook email file format file
.exe	Program
.fxp	Microsoft Visual FoxPro compiled program
.hhp	HTML Help File
.hlp	Help file
.hta	HTML program
.inf	Setup Information
.ins	Internet Naming Service
.isp	Internet Communication settings
.ja	
.jar	Java Archive used to store utility classes
.js	JScript file
.jse	JScript Encoded Script file
.jsp	Java Script Page
.ksh	Unix shell script
.lnk	Shortcut
.mda	Microsoft Access add-in program
.mdb	Microsoft Access program
.mde	Microsoft Access MDE database
.mdt	Microsoft Access data file
.mdw	Microsoft Access workgroup
.mdz	Microsoft Access wizard program
.mid	MIDI (Musical Instrument Digital Interface)
.midi	MIDI (Musical Instrument Digital Interface)
.msc	Microsoft Common Console Document
.msi	Microsoft Windows Installer package
.msp	Windows Installer patch
.mst	Visual Test source files
.ops	Microsoft Office profile settings file
.pcd	Photo CD image or Microsoft Visual Test compiled script
.php	Pre-Processor Hypertext file
.pif	Shortcut to MS-DOS program



Extension	File Type
.pls	<i>Mpeg Playlist file</i>
.prg	<i>Program source file</i>
.reg	<i>Registration entries</i>
.scf	<i>Windows Explorer command file</i>
.scr	<i>Screen saver</i>
.sct	<i>Windows Script Component</i>
.shb	<i>Windows shortcut</i>
.shs	<i>Shell Scrap Object</i>
.vb	<i>Microsoft Visual Basic Scripting Edition (VBScript) file</i>
.vbe	<i>VBScript Encoded Script file</i>
.vbs	<i>VBScript file</i>
.wsc	<i>Windows Script Component</i>
.wsf	<i>Windows Script file</i>
.wsh	<i>Windows Script Host Settings file</i>
.xap	<i>Silverlight Application Package</i>
.xlt	<i>Excel Template</i>
.xlw	<i>Excel Workspace</i>
.xsl	<i>xml file that can contain script</i>



8. User Messages

This chapter outlines the messages that appear within the application or are sent via SMS message to cross carrier users during the opt-in/opt-out process.

Messages longer than 160 characters may be split into multiple messages if the destination operator's SMSC does not support concatenation. Each section of these split messages will be identified in a format using the message section and the total number of messages the user will receive. For example, the first part of a message split into three sections will include (1/3) to indicate that it is the first of three SMS messages.

Table 10. User Messages

User Action	User Status	Application Behavior	Sample Message
User sends a start SMS message or taps the Start button.	The user does not exist / Deactivated.	System sends a mobile-terminated message stating that the user should contact their Administrator.	AT&T Business Messaging: Your account has not been activated by the Administrator. Please contact your Enterprise Administrator to activate your account.
User selects the Forgot password? option.	Not Activated	Error message appears within the application.	Error: You are not provisioned. Please contact your Administrator to activate your account.
	Deactivated		
	Active (AT&T customer)	System sends a reset password SMS message.	Password reset for the AT&T Business Notification Center. Your new password is m1mIC4, you will be required to select a new password when you next log in.
	Opted In (non-AT&T)	System sends a reset password SMS message.	AT&T Business Messaging: AT&T Password reset for the AT&T Business Notification Center. Your new password is 0RA0aO. Select a new password the next time you log in to the application
	Opt-in Pending (non-AT&T) Opted Out (non-AT&T)	<p>Message appears in the application stating that the user has not opted in to the service.</p> <p><i>New users:</i> System sends an opt-in SMS message.</p> <p><i>Existing users:</i> Start button appears at the bottom of the Login page.</p>	AT&T Business Messaging: Reply YES to receive ongoing messages. Msg&Data Rates May Apply. Msg Freq may vary. Reply STOP to cancel, HELP for help or 1-866-563-4703.



User Action	User Status	Application Behavior	Sample Message
User selects the New User or Verify Now button.	Not Activated De-activated	Error message appears within the application.	Error: You are not provisioned. Please contact your Administrator to activate your account.
	Active (AT&T customer)	Message appears within the application.	You are already a registered user for AT&T Business Messaging Business Notification Center. Please use your Business Notification Center password to log in or select the Forgot password? option to reset your password.
	Opted In (non-AT&T)	<i>New users:</i> System sends a reset password SMS message.	AT&T Business Messaging: Your new password is gdaMnZ for the AT&T Business Notification Center. You will be required to select a new password the next time you log in to the application.
		<i>Existing users:</i> Message appears within the application.	You are already a registered user for AT&T Business Messaging Business Notification Center. Please use your Business Notification Center password to log in or select the Forgot password? option to reset your password.
	Opt-in Pending (non-AT&T) Opted Out (non-AT&T)	Message appears within the application.	You are already a registered user for AT&T Business Messaging Business Notification Center. Please reply with START to short code 266246 to opt in into the service.



User Action	User Status	Application Behavior	Sample Message
User receives opt-in SMS message.	Opt-in Pending (non-AT&T)	Admin activates new user. System sends an opt-in SMS message.	AT&T Business Messaging: Reply YES to receive ongoing messages. Msg&Data Rates May Apply. Msg Freq may vary. Reply STOP to cancel, HELP for help or 1-866-563-4703..
User responds to opt-in SMS message and opts in to the service.	Opted In (non-AT&T)	System sends an opt-in confirmation SMS message.	Welcome to AT&T Business Messaging. Msg&Data Rates May Apply. Msg Freq may vary. Reply HELP for help or call 1-866-563-4703. Reply STOP to cancel.
User receives welcome SMS message.	Opted In (non-AT&T)	System sends a welcome SMS message.	MSG from AT&T. Your account is now activated for Business Messaging. Please visit www.att.com/busmsg to download the Business Messaging app. Log in with your email address and temp password xxxyyyyzzz. You will be required to select a new password on your next login. You can also log in to the app using Corporate SSO Login with your corporate username and password. You will be required to enter enterprise name as <enterprise_name> on the login screen. Please visit www.att.com/businessmessaging for more info.
User sends STOP message via SMS.	Opted Out (non-AT&T)	System sends a mobile-terminated message confirming that the service has been stopped.	AT&T Business Messaging. You have opted out. You will not receive additional messages. Contact: www.att.com/businessmessaging or 1-866-563-4703.
User sends HELP message via SMS.	Opted In (non-AT&T)	System sends a mobile-terminated message.	AT&T Business Messaging: Msg&Data Rates May Apply. Msg Freq may vary. Contact: www.att.com/businessmessaging or 1-866-563-4703. Reply STOP to cancel.
N/A	N/A	System sends a reminder notification to subscribers. This reminder service is applicable only to those operators that support reminder service.	REMINDER: Subscribed to AT&T Business Messaging. Msg&Data Rates May Apply. Msg Freq may vary. Reply STOP to cancel, HELP for help or 1-866-563-4703.